



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received
MAR 17 AM 11:03
30-OCT-2003

Repository
Reference No.
10046061

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MEMPHIS State TN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3GKEC16Z3 [REDACTED]
Make GMC Model YUKON XL Model Year 2003
Date Purchased 20-OCT-03 Dealer's Name and Telephone Number Morgan Pontiac GMC Engine: V8 No: Cylinders 6 Fuel Type: Gas
Original Owner [REDACTED] Dealer's City Shreveport State LA Zip Code 7106
Transmission Type Auto Antilock Brakes Cruise Control Powertrain [REDACTED] Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-OCT-2003 Failure Mileage 705 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15) [REDACTED]
DOT No. (Example: DOTM1A8ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE VEHICLE WAS IDLING IN THE DRIVEWAY IT ACCELERATED WITHOUT WARNING. CONSUMER ATTEMPTED TO TAKE THE KEY OUT OF THE IGNITION, BUT VEHICLE JUMPED OUT OF GEAR AND PUSHED CONSUMER TO THE GROUND. VEHICLE COLLIDED WITH THE SIDE OF THE HOUSE BEFORE STOPPING. *AK

Please see attached.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Reference # 10046051

Narrative Description of Incident involving Yukon XL, VIN# 3GKEC16Z23

At approximately 5:20 PM on Friday, October 24, 2003 I, Elizabeth Murrey, pulled my 2003 Yukon XL (VIN # 3GKEC16Z23) into my driveway at Memphis, TN. A UPS delivery truck had just arrived outside my residence. His truck was on Yates. The deliveryman, Mike Shade, was carrying packages up to my front door. I drove my car up to the sidewalk in front of my house (approximately 18 feet away from the front of my house). I put my car in park, left the engine running, and exited my vehicle. Approximately 3-4 minutes elapsed until we walked to the back of the Yukon XL to open the back cargo door. (In the meantime we had opened and shut the back passenger door.) For these 3-4 minutes the car was idling in park. Before we were able to open the cargo door, the Yukon XL began to move forward. I attempted to run to the driver's door and try to turn the car off. The car was moving at such a fast speed that I could not step in before it began to crush along the side of my house. The car came to a stop approximately 28 feet further against my house. Therefore it traveled approximately 48 feet before the wall of my house brought it to a stop. It tore off the plumbing spigot and the gutter on the north side of my house. The UPS man and I approached the car and both witnessed that the transmission was in Park. I was able to pull the keys directly from the ignition, which is only possible when the car is in Park. The driveway was dry and at the location where the car was parked, there is a slight slope in the opposite direction from which the car moved. My husband and I purchased the Yukon XL that I was driving on October 13, 2003 from Morgan Pontiac, Inc. in Shreveport, Louisiana. The car had 705 miles on it at the time of the incident.

As a result of the incident I followed the instructions in the GMC owner's manual. I filed this report with the Department of Transportation and filed a report with GMC. I was referred to the product allegation department of GMC who deemed there to be no problems with this vehicle. Based on the dangerous defect, which I believe exists on this vehicle, along with the fact that I had an eyewitness to the incident, I chose to return this Yukon XL to the dealership. As would be expected, I took a significant monetary hit on trading in my vehicle with less than 1,000 miles on it. However, a defect such as the one I described, could easily result in a death if not corrected. If you need any additional information, please contact me at the number listed on your form. Thank you.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

JAN 14 2004

Dear Vehicle Owner:

This is in regard with your report to the DOT Auto Safety Hotline (Hotline) on October 30, 2003. We have discovered that the process of the reports made to the Hotline on that date was not completed. The mailing of the Vehicle Owner's Questionnaire (VOQ) form, which summarizes the report you made, was not accomplished. We apologize for the delay in mailing the VOQ. Enclosed is the return postage-paid VOQ. We request that you review the information on that form, make correction, and provide any addition information that would further describe the incident or failure of your vehicle or vehicle equipment, e.g., tires, child safety seat, etc.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



DOT AUTO SAFETY HOTLINE
888-CASH-2-DOT
888-327-4236

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**