



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received: 2/28/08
Repository:
Reference No.: 10050332

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: MEADVILLE State: PA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening 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 a signature, NHTSA will provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/28/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKDT138432189504
Make: GMC Model: ENVOY Model Year: 2003
Date Purchased: 11/29/02 Dealer's Name and Telephone Number: Bossard - Crawford Engine: No. Cylinders: 6 Fuel Type: Gasoline
Original Owner: Dealer's City: Titusville State: PA Zip Code: [Redacted]
Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: 4.2 Liter Six Cylinder
Vehicle Component Code: 184000 POWER TRAIN/TRANSFER CASE (4-WHEEL DRIVE)
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11/29/02, 12/13/02, 12/28/02
Failure Mileage: 18,000
Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTMALSABC036): [Redacted] 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).

WHEN THE LIGHT GOES OUT ON THE 4-WHEEL DRIVE CONSUMER HAS TO SHUT VEHICLE OFF AND RESTART 4-WHEEL DRIVE. *AK

ADDITIONAL COMMENTS BY VEHICLE PROPRIETOR

[Redacted]

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTENTION: ATTORNEYS AND OTHER LEGAL COUNSEL SHOULD BE CONTACTED 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Owner first noticed indicator light on 4 wheel drive switch was not working. During snow conditions owner found vehicle would not shift to 4 wheel drive when indicator light was out and vehicle was hung on hill opening rear wheel. In order to restore 4 wheel drive vehicle must be shut down and started again until light on 4 wheel drive switch stops lit (sometimes must be started as many as 5 times). Vehicle has been hung on 5 different occasions, once while pulling trailer. If vehicle is in 4 wheel drive and light goes out it will not shift out of 4 wheel drive. Once this happened and 4 wheel drive system bound while turning on to main highway. Vehicle had to be restarted to shift from 4 wheel drive while on coming traffic was approaching from two different directions.

Vehicle has been worked on three times with no repair orders provided. I was advised there is no repair so do not call or request service until GM has come up with a solution for the problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Official Business Penalty for Private Use \$300



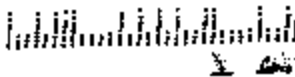
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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COMPLETE THIS FORM

ON-STEP

DASH2DOT

and dial toll free at

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1-888-327-4238

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(DASH) & DOT



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http://www.nhtsa.dot.gov/odis