



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 1001B4

Date Received: 2004 FEB 19 PM 2:52
19-JAN-2004

Repository
Reference No. 10063813

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: COMMERCE TOWNSHIP State: MI Zip Code: [REDACTED]

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

Do you authorize NHTSA to print this information on your vehicle?
In the absence of an authorized signature of the owner, this information will be sent to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 1/26/04 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKET165936119408
Make: GMC Model: ENVOY Model Year: 2006

Date Purchased: Sept 2002 Dealer's Name and Telephone Number: Superior Cadillac-GMC Trucks, 810 227-1100
Original Owner: Dealer's City: Brighton State: MI Zip Code: 48114
Engine: No. Cylinders: 6 Fuel Type: gas

Transmission Type: Auto Antilock Brakes: Powertrain: [REDACTED]
 Cruise Control Vehicle Component Code: 162000 STRUCTURE:BODY
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 02-JAN-2004 Failure Mileage: 38500 Failure Speed: 55

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: DOTM1A8AC036): [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: 2 Number of Deaths: 0 Reported to Police: NO

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 DRIVING OVER 55 MPH WIND CAUSED VEHICLE TO SHIFT FROM SIDE TO SIDE. ON TWO SEPARATE OCCASIONS THE WIND CAUSED THE VEHICLE TO BE PUSHED INTO A DITCH OFF OF THE ROAD. THERE HAD BEEN SLIGHT INJURIES SUSTAINED BOTH INSTANCES. *AK
Also, 4 wheel drive not working, + no warning was shown in the display. 4 wheel drive didn't work, + dealer finally found out after 2 accidents. Dealer said that the shifting is normal on all Envoys, even though it caused us two accidents.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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.

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

This car is unsafe. The dealer didn't care to inspect it even though we purchased an extended warranty. The trucks & wheel drive showed it was on, when in fact it never was working. This made us slip in the ditch two different occasions. Wind comes in by the passenger side of the vehicle and shifts the car, so these two effects caused us our accidents.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



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 20580

251-91

VEHICLE OWNER'S QUESTIONNAIRE
DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
My driver's address and zip code

**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).**