



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 1367

Date Received
2004 APR - 1 AM 11:40
03-MAR-2004

Repository
Reference No.
10061245

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City PORT SAINT LUCIE State FL Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 3/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GKEC1B272J128394 Make GMC Model YUKON XL Model Year 2002

Date Purchased 10/16/01 Dealer's Name and Telephone Number Roger Dean
Original Owner Dealer's City Fort Pierce, FL. State FL. Zip Code 34982 Engine: V8 Fuel Type: Gasoline

Transmission Type Auto. Antilock Brakes Cruise Control Powertrain
Vehicle Component Code 181000 TIRES:TREAD/BELT
Multiple Failure: 1 4 tires cupping

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage 19000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make FIRESTONE Tire Model (Name or Number) WILDERNESS LE Tire Size (Example P215/56R15) P265/70R1611FMS-265/70R16/115 2
DOT No. (Example: DOTM19ABC036) PLEASE FILL IN D.O.T. Bx72W42 Original Equipment Prior Repair Failure Location: Inside Tires MS.
Tire Component Code 180000 TIRES R3101 Tire Failure Type CUPPING

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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 Number of Deaths 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).

UPON ROTATING THE TIRES MECHANIC DETERMINED THAT ALL 4 TIRES INNER TREAD WAS CUPPING. HOWEVER, MECHANIC COULD NOT IDENTIFY THE CAUSE OF THE TIRE CUPPING BECAUSE VEHICLE'S ALIGNMENT WAS UP TO SPECS, AND TIRE PRESSURE WAS WELL MAINTAINED.*AK

This Problem was first noted + reported to Roger Dean Buick GMC at about 19,000 miles - It was then reported to GMC at about 22,000 miles. Then to B.B.B. Auto Line, at 23,584.

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.



B.B.B Auto Line
Attention

Customer Claim Form

Todd Eikenberry 1.800.955.5100
Ext. 240

Case Number : PGM0434232
Contact Date : 02/18/04
Start Date : 02/18/04

Have you contacted the mfr regarding your claim? YES NO

Customer Name Address

PORT SAINT LUCIE, FL

Day Phone

Evening Phone:

Fax Number:

E-mail address :

Customer Contact Info:

Vehicle Information

Name(s) that appear on vehicle title: Harvey or Virginia Ford
Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business : 0
Make: Pontiac/GMC Model: Yukon Model Year: 2002 Current Mileage: 23584
Vehicle Identification Number: 1GKEC16Z72J129394
Serving Dealer/City/State : ROGER DEAN BUICK-GMC TRUCK, IN.
Selling Dealer/City/State : ROGER DEAN BUICK-GMC TRUCK, IN, FORT PIERCE, FL
Insurance Carrier : State Farm Insurance Policy Number:
Has vehicle been in an accident/had body damage? Yes ___ No ___ X Date of accident:
Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 10/01/01 Mileage at purchase: 250 Lease Date: Mileage at lease:
Purchased As : New Leased As :
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: GMAC Financial Services Leasing Company's Name:
Address: PO Box 8111 Address:
City/ST/Zip: COCKYSVILLE Md. 21030 City/ST/Zip:
Phone: UN KNOWN Phone:
Lienholder Acct #: 040130029040453376241 Leasing Company's Acct #:
Pre-authorized wd. to BANK #501.75

Resolution Sought

The customer would like the manufacturer to replace the vehicle's tires at no additional cost to them.

Signature of Owner(s) _____ Date 2/23/04

I am authorizing any lienholder to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

January 12, 2004

[REDACTED]
Port Saint Lucie, FL [REDACTED]

Service Request: 1-166411706
Customer Relationship Manager: Sara Hartman

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2002 GMC Yukon XL. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

*Received from
Sara Hartman
1-866-952-4368 ext. 388*

Tire Rotation By [REDACTED]

Rotated Tires

7/26/03

17,200 Miles

Rotated Tires

7/26/02

6,100.00 mi

Tires were Rotated by Me
at Home. T.P. was checked at
Least 2 TIME 2 MONTH or
more, often. 35 Lbs PSI

"OVER"

The Cupping Problem has been reported to Firestone Customer Complaint Dept. by GAVIN RUSSELL. As of now he has not received a reply from them. I think the Firestone office is located in Atlanta Ga.

**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).**