



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 100216

Date Received: 13-OCT-2004
Repository:
Reference No: 33
10096784

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: NASHPORT State: OH 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?
In the absence of an address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3GKEK18R3VG [Redacted]
Make: GMC Model: YUKON Model Year: 1997
Date Purchased: NOV 1997 Dealer's Name and Telephone Number: HOFFER GMC
Engine: No: Cylinders 8 Fuel Type:
Original Owner: Dealer's City: ZANESVILLE State: OH Zip Code: 43701
Transmission Type: AUTOMATIC Antilock Brakes: Powertrain: [Redacted]
Vehicle Component Code: 136000 VISIBILITY: WINDSHIELD WIPER/WASHER
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 6/21/04 Failure Mileage: 127,900 Failure Speed: 65
WINDSHIELD WIPER - MULTI - ANTI LOCK BRAKES / BRAKES - SEE BACK
ALSO ON 1/14

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: DOTM19ABC036): [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).

WHILE DRIVING 65 MPH, IN INCLEMENT WEATHER THE WINDSHIELD WIPERS FAILED. THIS CAUSED POOR VISIBILITY TO THE DRIVER. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND DROVE IT TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE DRIVER THAT THE WINDSHIELD WIPER CIRCUIT NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. *JB
TOOK TO DALE WILLEY PONT-CAD-GMC IN LAWRENCE, KANSAS.
HAD MODULE 16.067 REPLACED AT PRE-TAX COST OF \$99.51.
PROBLEM CONSISTENT WITH RECALL # 03V159000. 1997 YUKON
NOT INCLUDED IN RECALL

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.

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

PROBLEM # 2 - ABS - AT ALL SPEEDS, THE PEDAL IS SPONGY AND OFTEN GOES CLEAR TO FLOOR. ABS ENGAGES AT END OF STOP ON DRY PAVEMENT AND PEDAL GOES TO FLOOR.

REPLACED MASTER CYL. REPLACED WHEEL CYLINDERS, BRAKE PADS, ADJUSTED REAR BRAKES, UNPLUGGED ABS FUSE - STILL HAVING SPONGY PEDAL PROBLEMS. SOME REPLACED PARTS MIGHT BE AVAILABLE.

PROBLEM SEEMS TO BE CONSISTENT WITH 1996 RECALL OF ABS MODULE. PLEASE ADVISE.

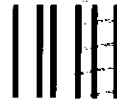
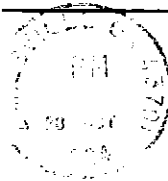
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



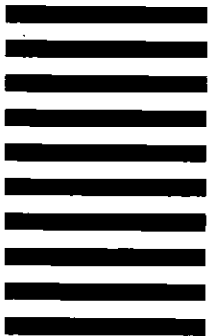
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

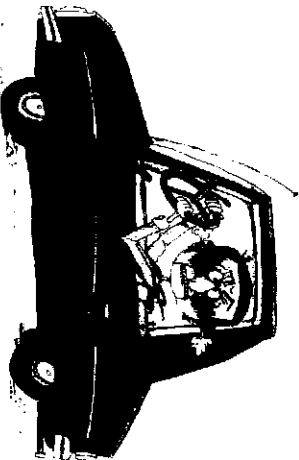
and dial toll free at

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