



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 100192

Date Received

DEC 10

Repository ☐

18-NOV-2004

Reference No.
10101304

OWNER INFORMATION (Type or Print)

Name

Address

City PINEVILLE

State KY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Date 12/2/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GNET16S13E

Make

GMC

Model

ENVY XL

Model Year

2003

Date Purchased

Apr 28, 2003

Dealer's Name and Telephone Number

Johnny Watkins Pontiac GMC 800 847 4838

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

London

State

KY

Zip Code

40341

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

072200 FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, .

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-NOV-2004

Failure Mileage

28000

30,000

Failure Speed

45 to 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC038)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

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), condition(s), 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).

CONSUMER CLAIMED THAT THE VEHICLE WAS HAVING A PROBLEM WITH THE FUEL INTAKE WHICH WAS CAUSING THE VEHICLE TO SHUT DOWN. VEHICLE HAD BEEN AT THE DEALER ON FIVE DIFFERENT OCCASIONS FOR THE SAME DEFECT, BUT THE PROBLEM RECURRED. CONSUMER CONTACTED THE MANUFACTURER, BUT THERE WAS NO HELP GIVEN TO REMEDY THE PROBLEM. *AK

While driving it feels like the motor shuts off but it doesn't and the RPMs drop while your trying to give it gas. Within 2-3 seconds the mph drops 30-40mph with no warning. Due to this we have had at least 2-3 close encounters with other vehicles driving behind us. The dealerships remedy to the problem has been for us to drive the Envoy with it tears up again and then bring it back. So what will it take to fix the Envoy or before they will replace it - someone getting killed or severely injured. Then its too late!

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.