



U.S. Department of Transportation
National Highway Traffic Safety Administration

DGT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 106192

Date Received
2005 JUN 24 10:46
28-DFC-2004

Regulatory
Reference No.
10105532

OWNER INFORMATION (Type or Print)

Name
Address
City KAYSVILLE State UT Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GRE16P736
Make GMC Model ENVOY Model Year 2003
Date Purchased 7-10-03 Dealer's Name and Telephone Number Young Pontiac/GMC 544-1544 Engine: No. Cylinders Fuel Type: Gas
Original Owner Dealer's City Layton State UT Zip Code
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 104000 POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)
Multiple Failure: 10 new

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-DEC-2004 Failure Mileage 18000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example F215/65R16)
DOT No. (Example: DOTWAL5ABC038) 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), 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).

THE CONSUMER EXPERIENCED A PROBLEM WITH THE FOUR WHEEL DRIVE. THE OWNER SAYS THAT THE LIGHT FOR SERVICING COMES ON AND THE VEHICLE HAS BEEN TO THE DEALER FOR SERVICING ON 8 OCCASIONS IN THE LAST 18 MONTHS. THE DEALERSHIP DOESN'T SEEM TO KNOW WHAT THE PROBLEM IS ALL ABOUT. PROVIDE FURTHER DETAILS. *JB

Bought Envoy July '03
Jan 21, '04 Service 4WD light came on - no problem found at dealership
Mar 31, '04 Service 4WD light came on - replaced transfer case
May 26, '04 Service 4WD light came on - said related to faulty ign. switch
May 27, '04 Service 4WD light came on - transfer case shaft - replace
June 1, '04 Service 4WD light came on - no problem found

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)

July 27, '04 Service 4WD light came on - replaced transfer case
 Aug 5, '04 Service 4WD light came on - wiring repair/replace
 Oct 20, '04 Service 4WD light came on - transfer case reprogram
 Dec 16, '04 Service 4WD light came on - no problem found/installed VDR
 Dec 30, '04 Service 4WD light came on - wiring repair/replace

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 ON

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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