



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

07-FEB-2005

Repository ☐

2005 NHTSA
Form No. 2
10111027

OWNER INFORMATION (Type or Print)

Name

Address

City

SAINT CHARLES

State

MI

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
☐ YES ☒ NO

Signature of Owner

Date

VEHICLE INFORMATION

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

1GKDT13WE

Make

GMC

Model

JIMMY

Model Year

1999

Date Purchased

JUNE 1999

Dealer's Name and Telephone Number

MCDONALD BILLY STATE (989) 791-6537

Engine:

No. Cylinders 6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

SAGINAW

State

MI

Zip Code

48603

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE
WHEN NEEDED

Vehicle Component Code

Q21700 SUSPENSION:FRONT:HUB

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-OCT-2004

Failure Mileage

50000

Failure Speed

20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/66R16)

DOT No. (Example: DOTM18A8C036)

☐ 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

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 20 MPH DRIVER HEARD A LOUD NOISE COMING FROM THE FRONT. THEN NOTICED THAT BOTH FRONTAL WHEEL HUBS FELL OFF THE WHEEL. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE HUBS NEEDED TO BE REPLACED, AND REPLACED THEM. HOWEVER, THE PROBLEM RECURRED. *AK

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 responses 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.

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

THANK YOU

THIS WAS A RAP VEHICLE IT HAD 8169 MILES ON IT BUT UNDER WARRANTY WHEN WE PURCHASED IT. AT JUST OVER 50000 MILES THERE WAS A NOISE ON THE FRONT DRIVERS SIDE. THE HUB WAS REPLACED. I DID INFORM (BY LETTER) GMC CUSTOMER ASSISTANCE CENTER GOT A FREE OIL CHANGE THAT WAS AT 110. THEN AT JUST OVER 63000 MILES THE NOISE GOT VERY VERY LOUD ON THE FRONT PASSENGER SIDE THE HUB WAS REPLACED WITH THE IDLER ARM AND BOTH BALL JOINTS BUT JUST UNDER A 168 MILES THE SAME SIDE HUB HAD TO BE REPLACED AGAIN AT 64067 THE HUB DID NOT FALL OFF BUT MAY IF ONE KEPT DRIVING ON THEM I AM A RETIRED SENIOR ON A FIXED INCOME HAD TO GO TO OUR CREDIT UNION TO COVER THIS LAST BILL. THE VEHICLE IS USED TO TAKE TRIPS AND ONLY USE GOOD HIGHWAYS. THERE IS SOME CITY DRIVING TO SHOP BUT MOST IS HIGHWAY. I FEEL IT'S NOT RIGHT FOR VERY COSTLY PARTS TO GO UNDER NORMAL DRIVING

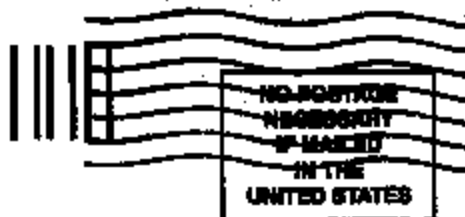
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 73175 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

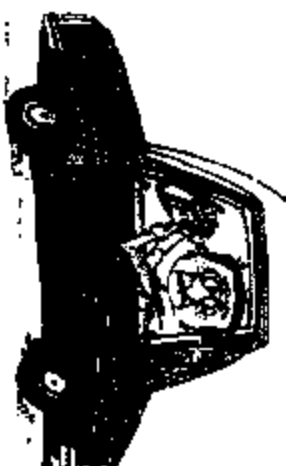
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.gov>

McDONALD

PONTIAC *Cadillac* GMC

5155 State Street Saginaw, MI 48603

INVOICE

Service (888) 791-6537
Service Fax (888) 791-6550
Body Shop (888) 790-5093
Body Shop Fax (888) 790-6062

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CUSTOMER NO. 62339	ADVISOR TOM BOSIO	TAB NO. 445	INVOICE DATE 02/03/05	INVOICE NO. GCCS515572
ST CHARLES, MI	LABOR RATE	LICENSE NO.	COLOUR BLUE/GOLD/	STOCK NO.
	YEAR/MAKE/MODEL 99/GMC/JIMMY/4 DOOR UTILITY		DELIVERY DATE 05/15/99	DELIVERY MILES 8,169
	VEHICLE ID. NO. 1 G K D T 1 3 W 6 X		SELLING DEALER NO.	PRODUCTION DATE
	R.T.S. NO.		R.Q. NO.	R.C. DATE 02/03/05
BUSINESS PHONE	COMMENTS			

LABOR
J# 1 04PNZCFE CHECK FRONT END HOURS: 1.00
THERE IS A LOUD THUMPING NOISE FROM THE FRONT OF THE TRUCK.
THE CUSTOMER HAD THE TIRES CHECKED AND WAS TOLD IT MAYBE
A HUB BEARING.
DIAG & REPLACE RT FRT HUB BEARING. ROAD TESTED THUMPING
NOISE GONE

J# 2 04PNZ *FRONT SUSPENSION HOURS: 4.10
THERE IS A CLUNK IN THE FRONT END
REPLACE IDLER ARM AND BOTH LOWER BALL JOINTS
4.1HR

J# 3 09PNZCOL CHECK OIL LEAK HOURS: 2.50
REPLACE BOTH ENGINE OIL COOLER LINES & REFILLED OIL - 2.5HR

TOTAL - LABOR 591.30

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1	12413045	HUB KIT 6.307 R		329.68
JOB # 2	2	22156908	STUD KIT 6.174 R		92.29
JOB # 3	1	26054932	ARM KIT 6.895		84.61
JOB # 3	1	15194579	HOSE 1.855 R		95.18
JOB # 3	1	15194578	PIPE 1.540 R		91.94
TOTAL - PARTS					785.99

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	32	SHOP SUPPLIES SERVICE	
JOB # 3	32	SHOP SUPPLIES SERVICE	
TOTAL - MISC			25.95

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1450.00 (+TAX)

TECHNICIAN CERTIFICATION
440 KEVIN L ECKMEYER ML37770

INSURANCE CO.

APPROVED BY

CLAIM NO.

VEHICLE IDENTIFICATION

DESCRIPTION

AMOUNT

SIGNATURE

TERMS are cash on delivery. ESTIMATES ARE FOR
LABOR ONLY. MATERIAL IS EXTRA. Storage will be
charged 48 hours after repairs are completed. Not
responsible for loss or damage to cars or articles left in care
in case of fire, theft, flooding, accident, or any other cause
beyond our control. An express garage keeper's lien is hereby
acknowledged on above car or truck to secure the amount of
repairs thereon.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS,
That the undersigned do hereby authorize and appoint McDonald
Pontiac-GMC-Cadillac-Oldsmobile my (our) sole and lawful
attorney in sign, seal, place and stamp of the undersigned or my
lawyer or Charles or Charles issued by Interstate Company covering
my repairs to my (our) automobile and/or to my (our) (ourselves)
in whatever manner is necessary to place check or draft in a suitable
position.

I (we) hereby ratify and confirm whatever action said attorney
shall or may take by virtue hereof in the premises. THE ABOVE
WORK HEREBY AUTHORIZED AND CONDITIONS AGREED
TO AS OUTLINED ABOVE.

Signed

All repairs and parts listed were furnished in compliance with the
Michigan Motor Vehicle Service and Repair Act.

X

THE ONLY WARRANTIES APPLYING TO THIS PARTS
ARE THOSE WHICH MAY BE OFFERED BY THE
MANUFACTURER. THE SELLING DEALER HEREBY
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTIES OF MERCHANTABILITY OR FITNESS
FOR A PARTICULAR PURPOSE, AND NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THIS PARTS AND/OR SERVICE.
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM
THE SELLING DEALER ANY CONSEQUENTIAL
DAMAGE, DAMAGES TO PROPERTY, DAMAGE
LOSS OF USE, LOSS OF TIME, LOSS OF
INCOME OR ANY OTHER INCIDENTAL

We guarantee our work
except as noted
on repair order

7651451.95

McDONALD

PONTIAC *Cadillac* GMC
5155 State Street Saginaw, MI 48603

INVOICE

Service (889) 791-8537
Service Fax (889) 791-8580
Body Shop (889) 790-8093
Body Shop Fax (889) 790-0082

STATE REGISTRATION #F-119564

BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CUSTOMER NO. 62339	ADVISOR TOM BOSIO	INS NO. 445 7250	INVOICE DATE 02/07/05	INVOICE NO. GCCS515716
ST CHARLES, MI	LABOR RATE	LICENSE NO.	MILEAGE 64,067	COLOR BLUE/GOLD/
	YEAR / MAKE / MODEL 99/GMC/JIMMY/4 DOOR UTILITY			DELIVERY DATE 05/15/99
	VEHICLE ID. NO. 1 G K D T 1 3 W 6 X			DELIVERY MILES 8,169
	F.T.E. NO.			SELLING DEALER NO.
PERSONAL PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 02/07/05

LABOR
OF 1.04PHZCFE CHECK FRONT END HOURS: 0.80 TECHS: 440
THERE IS A LOUD CLUNK FROM THE RIGHT FRONT WHILE DRIVING
IT PICKS UP SPEED AS THE TRUCK GOES FASTER
RT HUB MAKING THUMP NOISE ON TURNS--INTERNAL FAILER-
PARTS WARRANTY.
DIAG & REPLACE RT FRT HUB BEARING. ROAD TESTED--NOISE GONE

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12413045	HUB KIT 6.307 R	
TOTAL - PARTS				0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAIT
PARTS WARRANTY--SEE RO 515572 DATED-2-3-05 WITH 63,904 MILES
OK CT B PER DS 02-07-05

TECHNICIAN CERTIFICATION
440 KEVIN L EICMEYER MJ37770

TOTALS
REPAIRS PROPERLY COMPLETED AND CHECKED BY
AUTHORIZED SIGNATURE

Steve Devor

PLEASE RETAIN ORIGINAL RECEIPT
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

PAID
FEB 07 2005

Per.....

INSURANCE CO.
APPROVED BY
CLAIM NO.

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER

OTHER



McDONALD PONTIAC-GMC CADILLAC-OLDSMOBILE



5155 State Street • Saginaw, MI 48603
(989) 790 5155 Service Fax (989) 791-6550
Body Shop (989) 790-5093 Body Shop Fax (989) 790-0082
STATE REGISTRATION #1-119564
BODY SHOP REGISTRATION #1-148390

WE HONOR ALL MAJOR CREDIT CARDS

CUSTOMER NO. 62339		ADVISED DAN ROSE 8881		TAB NO. 6884	INVOICE DATE 08/11/03	INVOICE NO. 6CCS475148
		LABOR RATE		LICENSE NO.	COLOR 1	STOCK NO.
		YEAR / MAKE / MODEL 88/GMC/S JIMMY/STW		VEHICLE NO. 1GKDT13W8X	DELIVERY DATE 05/15/88	DELIVERY MILES 8188
		F. T. E. NO.		P. G. NO.	SELLING DEALER NO.	PRODUCTION DATE
ST CHARLES, MI		BUSINESS PHONE		COMMENTS		

LABOR				INSURANCE CO.	
J# 1 08PNZ	*PERFORMANCE TEST	HOURS: 2.30	TECH(S): 5933	167.90	
CUST STATES HAS LOUD ROARING NOISE FROM ENGINE STARTS AROUND 30MPH. TURN STEERING WHEEL SLIGHTLY TO RIGHT NOISE GOES AWAY DIAR R&R RT FT HUB BEARING					
J# 2-01PNZWYNCOOL	*WYNNS COOLANT FLUSH	HOURS: 0.80	TECH(S): 5933	58.40	
POWER DRAIN AND FILL WITH WYNNS MACHINE COOLANT PRESSURE TESTED, NO LEAKS FOUND. RADIATOR CAP WEAK Flush Cooling System. HDC (Incl. 2 Gal. Dex/coo) All REPLACED RADIATOR CAP					
TOTAL - LABOR				226.30	
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12413045	HUB KIT 6.307 R	465.56	465.56
JOB # 2	1	10138	DEX COOL	17.81	17.81
JOB # 3	1	15075565	FLUSH	8.73	8.73
TOTAL - PARTS				516.60	
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	32	SHOP SUPPLIES SERVICE		16.79	
JOB # 2	32	SHOP SUPPLIES SERVICE		5.84	
TOTAL - MISC				22.63	
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$797.00 (+TAX)					
COMMENTS WAIT					

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful attorney to sign, execute, place and seal of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a suitable position.

I (we) hereby verify and confirm whatever action and attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All Agents and parts listed were furnished in compliance with the Michigan Motor Vehicle Services and repair Act.

2.

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

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).