



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

2005 FEB 14  
14-FEB-2005

Repository

Reference No.  
10111482

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: PETERSBURG State: KY Zip Code: [Redacted]

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: [Redacted] Date: 2/14/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3GKFK16Z23G [Redacted]  
Make: GMC Model: YUKON XL Model Year: 2003  
Date Purchased: 11-29-04 Dealer's Name and Telephone Number: Florence Truck Parts GMC 525 8001 Engine: No. Cylinders: 8 Fuel Type: Gas  
Original Owner:  Dealer's City: Florence KY 41042 State: Zip Code:  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 221600 SEATS:FRONT ASSEMBLY:POWER ADJUST  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 11-FEB-2005 Failure Mileage: 16881 Failure Speed: Seat module does not work

**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: DOTMALSABC036)  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).

VEHICLE HAS AUTOMATIC SEATS. THE AUTOMATIC SEAT MODULE WILL NOT RETAIN THE STORED INFORMATION WHICH IS USED TO SET THE SEATING POSITION. THE SEAT WILL NOT GO BACK TO ALLOW THE DRIVER TO GET OUT OF THE VEHICLE. ALSO, THE MOTOR THAT OPERATES THE MOVEMENT OF THE SEAT BEGAN TO RUN WHILE THE VEHICLE WAS IN MOTION, CAUSING THE SEAT TO MOVE FORWARD INTO THE DASHBOARD. OWNER CONTACTED THE MANUFACTURER, WHO WAS NOT WILLING TO DO ANYTHING ABOUT THIS DEFECT. \*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 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)

1. Shaver Harmony have reported to dealer + GM  
3 times just on Oct 29, 2004 / Feb 1, 2005 / Feb 11, 2005  
Dealer states until that manuf. finds fix for  
seat modern seat it should just be thrown off  
& not used. I'm now been working on problem  
since last year. Also I reported on Feb 14<sup>th</sup> 2005  
I felt this was a safety issue & they agree  
just sorry about your inconvenience. So I  
have tried a report to national safety.  
Thank you

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**

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(DASH) 2 DOT



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