



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 100148

Date Received

2005 NOV 15 AM 8:54
07-OCT-2005

Repository

Reference No.
10138980

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ROSYLN HEIGHTS State: NY 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? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: _____ Date: 1/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKEK13T0 [Redacted]
Make: GM/C Model: YUKON XL Model Year: 2004
Date Purchased: _____ Dealer's Name and Telephone Number: BENJAMIN MOTORS Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: ALBERTSON State: NY Zip Code: 11507
Transmission Type: AUTOMATIC Antilock Brakes: Cruise Control: Powertrain: _____
Vehicle Component Code: 034630 SERVICE BRAKES, HYDRAULIC-FOUNDATION COMPONENTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 08-OCT-2005 Failure Mileage: 12000 Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/86R15): _____
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).

DT: THE CONTACT OWNS A 2004 YUKON XL WHICH HE HAD OWNED FOR EIGHTEEN MONTHS WITH ABOUT 12,000 MILES ON IT. IT HAD RUSTED AND PITTED ROTORS ON ALL FOUR WHEELS. THE DEALER SAID THEY MUST BE REPLACED. GM SAID THEY WERE NOT RESPONSIBLE FOR BRAKES AND CALLED THIS AN ENVIRONMENTAL WEAR PROBLEM. THE CONTACT WAS INFORMED OF THIS ON 10-06-05 DURING A ROUTINE SERVICE CHECK. THE CONTACT THOUGHT THIS WAS A DEFECT IN THE BRAKES ON BECAUSE THE ROTORS SHOULD HAVE NOT HAVE WORN OUT WITH ONLY 12,000 MILES ON THE CAR. *AK

After complaining to dealer that my dealings with National GM Hotline was so unfair & that their answer was lame, I felt as a loyal GM customer I should be treated better, especially with a legitimate problem. I then said I was calling NHTSA. I received a call later that said Area Rep approved replacement of my front rotors and "cleaning" of my rear, to be covered by warr [Redacted]

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF

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.