



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 100148

Date Received

2005 NOV 16 PM 4
26-OCT-2005

Repository ☐

16
Reference No.
10140731

OWNER INFORMATION (Type or Print)

Name

Address

City GLADSTONE

State NJ

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 11/15/05

VEHICLE INFORMATION

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

1GKFK6GU

Make

GMC

Model

DENALI

Model Year

2007

Date Purchased
01-APR-03

Dealer's Name and Telephone Number
MCGUIRE CHEVROLET 201-868-9000

Engine

No. Cylinders 8

Fuel Type

Gas

Original Owner

☐

Dealer's City

CHERRY HILL

State

NJ

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-OCT-2004

Failure Mileage

84300

Failure Speed

RADIATION SEAL FOR TRANSMISSION.

GMC HAS A DOCUMENTED FAILURE FOR SUV TRANS.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P216/86R16)

DOT No. (Example: DOTM19ABC038)

☐ 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), crash(es), and injury(ies).)

Crash

Fatality

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

Yes

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 STATED THE TRANSMISSION SEAL WAS DEFECTIVE AFTER A CERTAIN AMOUNT OF MILES. IT ALLOWED THE COOLING SYSTEM TO LEAK INTO THE TRANSMISSION. WHEN ACCELERATING THE TRANSMISSION WOULD DOWN SHIFT INTO FIRST GEAR, THIS WOULD MAKE THE VEHICLE JUMP. IT WAS TAKEN TO THE DEALERSHIP, BUT THEY COULD NOT DUPLICATE THE PROBLEM. THE TRANSMISSION FAILED AT AN INTERSECTION. WHEN THIS OCCURRED THE VEHICLE HAD TO BE DRIVEN HOME AND TO THE DEALERSHIP IN FIRST GEAR. THE DEALERSHIP WAS UNABLE TO DIAGNOSE A PROBLEM. HE THEN TOOK THE VEHICLE TO ANOTHER MECHANIC, AND THEY FOUND THE TRANSMISSION SEAL BROKE BECAUSE THE TRANSMISSION WAS DOWN SHIFTING TOO HARD. *AK Almost correct. The dealer diagnosed the problem. I drove it there only because they said they would help me. I told the sister dealer about the transmission long before it completely failed. GMC's regional spokes person basically said tough luck. why would a company like GMC be so short sighted AND care to the fact that my family was at risk of death. Something should be done before someone else gets killed.

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

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)

The 1st was my wife leaving from shopping at A&P in Flanders. Someone called police + fire dept. to say our car was leaking gas all over the parking lot. They stated that if my wife started the car it could explode. The lot was completely evacuated. My wife was almost killed and left home with a way to get home (w/child + goods of groceries). We received the recall 2 weeks ago. Next as the receipt shows I reported the transmission mis-shifting and the dealer said it was ok. I told them it was not! We drove the car and from time to time it would shift into the wrong gear. I checked the web site about faulty GM transmissions + found that there has been similar problems as with the gas leak. Finally the seal broke on the cooling unit to the trans and destroyed the trans. While pulling out at a intersection the trans failed - putting my family in the middle of a intersection with cars + trucks screaming by. Some-one could have been killed very easily. After slipping the car jolted forward almost killing another car! The dealer refused to fix it, had me taken to them - saying they could help me. They charged me 900 to tell me what I already knew I had to pay it, to get it back - then bring it to a mechanic I could trust. Twice this vehicle has gotten my family almost killed. The dealers on GM knows the TRUTH, but refuse to be honest because of money. ATTACH ADDITIONAL SHEETS IF NECESSARY

DVD KEARNY NJ 070

07 NOV 2005 PM 3



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**

OR

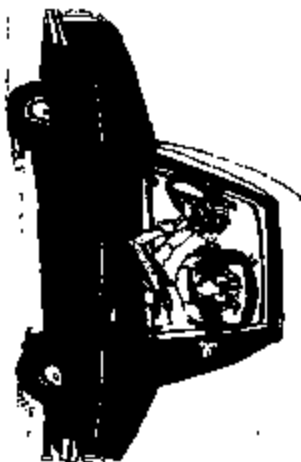
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration
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Sent to N.J. Div. of Consumer Affairs

I am sending you this letter accompanied with a history of problems I have had with my Automobile and the dealers who have in my eyes been dishonest and unwilling to cooperate with me to get refunded for all the money I have spent. I was told by The Better Business Bureau that you could possibly help me. Enclosed is documentation of some of the correspondence between General Motors, Jim Salerno Pontiac Buick GMC and Salerno Duane Auto Group. My family car has been repaired, but not by GMC or the dealers, mostly because I don't trust them and because they took no responsibility for a problem that I pointed out long before. Jim Salerno Auto Group and associates convinced me to bring the car to them and have them look at it, before anyone else... they said they could help me out. I had numerous conversations with General Motors Service and both dealers. I told them there was a problem with the transmission and they told me they could not duplicate the problem, so I had to live with it. The only reason I had been up to the dealer 7-8 weeks earlier was because GMC had sent me a coupon for a free oil change and wheel alignment. I ended walking out of the dealer paying 47.00 dollars to have a 4.00 dollar bulb changed (a five min. job). The reason GMC had sent the coupon was because months before the car was leaking gas at a mall. Someone reported the gas leaking all over the parking lot and the police and firemen were called. When my wife walked out of the store, with two carts and my youngest child in hand, she saw the whole lot sectioned off with Police keeping people away from the car while the fire dept. was cleaning the mess up. My wife had to get a ride from a neighbor and get home without the car. When asked by the police, they said the car could have exploded if she tried to start it. The car was later towed to Salerno in Randolph where it was fixed right away no questions asked and free of charge. They said a seal had failed and that it happens every once in awhile. I thought it was a pretty serious problem to be so cavalier about. So I just picked up the car and let the situation die. The same thing has happened in this situation, a seal failed and coolant leaked into the transmission and destroyed it. I told them there was a problem with the transmission ages before, they didn't listen and it was just a matter of time before it failed. Because they could not replicate the problem they said they couldn't help me even when it was under warranty. I would have never brought my car to this dealership if they had not given me a free coupon. When it was there they not only charged me 47.00 dollars for the bulb but tried to sell me software for the CPU. They couldn't tell me what it was for, but obviously they had the car hooked up to an analyzer. Weeks later the radiator seal failed, destroying it and the transmission. GMC, it's regional supervisor and both dealers are dishonest and have no regard for the expensive repairs that I have had to take care of myself, in order to get our car back. It is my wife's car and is used to transport her and my eight children around from sports, school and soforth. They knew I needed the car back as soon as possible and stalled saying they were waiting to hear from there regional supervisor. He didn't get back to me for 4 days. One of GM's support people and the regional supervisor were suggesting that I trade it in on a new car! This car maybe 4 yrs old but when I bought it from a dealer it was 38 thousand dollars with 25 thousand miles on it! For a car that has been serviced and has had its oil changed every 3 thousand miles(which I have all the records)and under warranty, this is crazy. I am appealing to you to help me recoup my cost to have the car repaired. This car was extremely well taken care of and still looks new. I can not begin to explain the anxiety, time and stress that my wife and myself have been through. I have spent tens of hours making calls, leaving messages, writing letters and talking to these people. I brought it to a reputable service garage and had it repaired. It was 4400.00 dollars. I have complete documentation to show all that I have stated is true. To some 4400.00 dollars is not a large amount, but to me it is something I don't have on hand. I took a loan to pay for this car which I still owe 9000.00 dollars on it. I thought by paying a premium I was getting a vehicle that had been serviced and taken care of to insure a trouble free car. As I said, I told the dealer that the transmission is not working properly(this is documented, while still under warranty I can't tell you how upsetting this whole experience has been. I have never experienced anything like this in my life. Can you please find some way in your power to help us with this.

Sincerely,



Recall for gas leak sent 1 week ago. Over 1/2 year after leak occurred.

Police
Report
Requested

**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).**