

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100348</p>	
<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4238) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Date Received 04-00Y-2006</p>	<p>Repository <input checked="" type="checkbox"/></p> <p>Reference No. 10141347</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City SOUTH LYON</p>	<p>State MI</p>	<p>Zip Code [REDACTED]</p>	
<p>Evening Telephone Number [REDACTED]</p>		<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>	
<p>Signature of Owner [REDACTED]</p>		<p>Date [REDACTED]</p>	
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number located at base of windshield on driver's side 1GDE4 [REDACTED]</p>		<p>Make GMC</p>	<p>Model TOPKICK</p>
<p>Year Purchased July 28 2005</p>		<p>Dealer's Name and Telephone Number PRYTY LOU BUICK 919-732-7900</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>		<p>Engine: Max Cylinders 6</p>	<p>Model Year 2004</p>
<p>Dealer's City FLINT</p>		<p>Fuel Type: Diesel</p>	<p>State MI</p>
<p>Zip Code 48632</p>		<p>Vehicle Component Code 071200 FUEL SYSTEM, GASOLINE; STORAGE; AUXILIARY TANK</p>	
<p>Transmission Type AUTOMATIC</p>		<p>Multiple Failures: 2</p>	
<p><input checked="" type="checkbox"/> Anti-lock Brakes</p>		<p>Powertrain REAR WHEEL DRIVE</p>	
<p><input checked="" type="checkbox"/> Cruise Control</p>		<p>Failed Component(s)/Part(s) Information</p>	
<p>Incident Date(s) 25-SEP-2005</p>	<p>Failure Mileage 6500</p>	<p>Failure Speed [REDACTED]</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>		<p>Tire Model Brand or Number</p>	
<p>Tire Size (Example P215/62R16)</p>		<p>DOT No. (Example: DOT4M18AC030)</p>	
<p><input type="checkbox"/> Original Equipment</p>		<p><input type="checkbox"/> Aftermarket</p>	
<p>Failure Location</p>		<p>Tire Component Code</p>	
<p>Tire Failure Type</p>		<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>	
<p>Make</p>		<p>Date Manufactured</p>	
<p>Model No./Name</p>		<p>Seat Type</p>	
<p>Installation System</p>		<p>Child Seat Component Code</p>	
<p>Failed Part</p>		<p>APPLICABLE INCIDENT INFORMATION (Check all that apply to the incident. Federal, Criminal, and International)</p>	
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>
<p>Reported to Police <input checked="" type="checkbox"/></p>		<p>Narrative Description of incident(s), Cause(s), 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).</p>	
<p>DT: THE CONTACT STATED THERE WAS A PUDDLE ON THE DRIVEWAY BENEATH THE VEHICLE. HE TOOK VEHICLE TO THE DEALERSHIP, AND THEY REPLACED THE AUXILIARY FUEL TANK. THE PROBLEM RECURRED, AND THE VEHICLE IS CURRENTLY AT THE DEALERSHIP TO BE REPAIRED AGAIN. *AK</p> <p>SEE ATTACHED DOCUMENTS AND PHOTOGRAPHS</p> <p>[REDACTED]</p> <p>12/27/05</p>			
<p>Include, if available: Police/Pro Department Report, Photos, and Repair Invoice.</p>		<p><input checked="" type="checkbox"/> ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p><small>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration. You are invited to participate in helping 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 responses or a statistical summary thereof, may be used in support of the agency's action.</small></p>			

US DOT QUESTIONNAIRE CONTINUED

On July 28, 2005 I purchased a 2004 GMC C4500 Topkick truck from Patsy Lou Buick-GMC, Inc., 5111 Corunna Road, Flint, MI 48532. The sales person was Danny Ray.

On or about September 22, 2005 I went to Liberty Chevrolet, 30400 Lyon Center Road East, New Hudson, MI 48165 to get an oil change. At that time I spoke with Chad Rossetter, the Service Advisor, and asked him if I had any problems with my truck would they be able to do all the service on it. He said yes.

On September 27, 2005, as I went to leave my house at about 8:00 a.m., I discovered a huge puddle of diesel fuel on my driveway underneath my truck. Upon further inspection I noticed that diesel fuel had leaked on the entire length of my driveway (approximately 450 feet). I contacted Liberty Chevrolet to see if I could get my truck in for service. On September 28, 2005 I took my truck to Liberty Chevrolet for repairs. They provided me with a rental and parked my truck in the back of their lot. Approximately five (5) days later I stopped by Liberty Chevrolet to see about the progress of the repairs on my truck. I noticed that my truck was still leaking diesel fuel and about forty (40) gallons of diesel fuel was running down Liberty Chevrolet's driveway. Liberty Chevrolet informed me that a company by the name of Utility Body Werks had been consulted and they were to send a service person to Liberty Chevrolet to replace the defective fuel tank on my truck. I was also told that my truck was to be detailed because seventy to eighty (70 to 80) gallons of fuel had splashed and covered the rear of my truck.

Approximately two (2) weeks after getting my truck back I noticed that diesel fuel was pouring out of the tank whenever I made a right or left-hand turn. Again, I took my truck to Liberty Chevrolet and I was informed by them that my truck should be returned to Patsy Lou Buick GMC for repairs. Someone from Patsy Lou Buick GMC went to

Liberty Chevrolet and picked up my truck. Apparently there was another fuel hose leaking and Patsy Lou Buick GMC allegedly repaired it. Again my truck had to be detailed because of the splashing of diesel fuel. Patsy Lou Buick GMC returned my truck to Liberty Chevrolet and I picked it up from there.

On November 21, 2005 I took my truck to Patsy Lou Buick GMC and met with Randy Lauria, the Manager. I informed him that I was having yet another diesel fuel leak and that the brackets and/or bolts on the new fuel tank that had just been installed by Utility Body Werks had broken, the fuel tank came loose and shifted out of position and was apparently punctured by my trailer.

I was in Randy Lauria's office from 10:30 a.m. until approximately 3:00 p.m. Mr. Lauria called Utility Body Werks, with his speakerphone on, and spoke with a man named Tom. Mr. Lauria informed Tom that I was having yet another fuel tank problem (broken brackets and/or bolts, shifting of the fuel tank and puncture) and that I was very dissatisfied and that I wanted to return the truck and get my money back. Mr. Lauria informed Tom at Utility Body Werks that Patsy Lou Buick GMC had, earlier this year, been forced to buy back another Topkick truck with the same fuel system/tank due to similar defects. Mr. Lauria requested Tom of Utility Body Werks to come to Patsy Lou Buick GMC and remove all such fuel tanks from all of the other Topkick trucks that Patsy Lou Buick GMC had on its lot. Mr. Lauria informed Tom that Patsy Lou Buick GMC would sell their Topkick trucks without the fuel tank/system from Utility Body Werks. Tom agreed to have someone come out and do the removal.

Mr. Lauria then called GMC, with his speakerphone still on. He spoke with a woman by the name of Yvonne Morgan. He informed Ms. Morgan of what had transpired and that I was seeking to return the truck and get my money back. Ms. Morgan informed Mr. Lauria that she could not do anything and that Mr. Lauria needed

to speak with his local representative. Mr. Lauria then attempted to contact his local representative and left a message on her voice mail.

Mr. Lauria stated that he could not do anything else that day to assist me. Mr. Lauria then offered to provide me with a rental vehicle at no charge. I agreed. Carl Lyons, the Service Advisor at Patsy Lou Bulck GMC came to Mr. Lauria's office and assisted me in completing paperwork so that my truck could stay at Patsy Lou Bulck GMC in the service department so that Tom from Utility Body Werks could have a chance to inspect it. At that time the personnel at Patsy Lou Bulck GMC seemed genuinely concerned about my matter, even though I informed Mr. Lauria that I was not going to drive my truck anymore because it was too dangerous. Mr. Lauria commented that he himself would not drive my truck because it was a "bomb just waiting to go off".

Sometime around November 23, 2005 Mr. Lauria called me and informed me that someone from Utility Body Werks had inspected the fuel tank/system on my truck and it was their opinion that the fuel tank had been damaged by blunt force from an outside source. Further, it was Utility Body Werks opinion that the bolts and/or brackets did not break and that the fuel tank was not punctured.

At that time Tom from Utility Body Werks informed me that he would remove the existing fuel tank, refund my money and I could go to another vendor to have a different fuel tank installed. Other than that, Utility Body Werks was not going to do anything about the fuel tank on my truck. I declined to have any further repairs and/or alterations to my truck.

I was then informed by Mr. Lauria that Patsy Lou Bulck GMC was not going to do anything to remedy the situation and that I was to come and remove my truck from the dealership lot or Mr. Lauria would start charging me a storage fee. He further informed me that he wanted the rental vehicle or he would start charging a rental vehicle fee (my co-worker, Chris Giniel, heard this conversation as I had it on my speakerphone).

I contacted the Council of Better Business Bureaus, Inc. to file a complaint through their Auto Line program. Shortly thereafter I received a telephone call from Nathaniel Robinson from GMC who informed me that he was handling my matter. After we discussed my situation, he advised me that I should remove my truck from Patsy Lou Buick GMC. On November 28, 2005 I had GMC towing retrieve my truck from Patsy Lou GMC and transport it to my residence. I also returned the rental vehicle to Patsy Lou Buick GMC.

On December 6, 2005 I was informed by Nathaniel Robinson that he transferred my matter to Noel Afanador because of the weight classification of my truck. Mr. Afanador then informed me that he had transferred my matter to Yvonne Morgan at GMC.

On December 7, 2005 I phoned Ms. Morgan to check the status of my matter and she informed me that GMC was not going to do anything to remedy my situation and had closed my file.

I have previously requested copies of all documents regarding repair service etc. to my truck from Patsy Lou Buick GMC and they have informed me that they will not provide me with any documentation.

I have several dozen photographs documenting the damage done to my driveway and the conditions of the fuel tank at issue.

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Form: 1957MP Expires: 12/08/2008

ORIGINAL REGISTRATION

2004 GMC

UTILITY

Vehicle No.: 183E4E [REDACTED]

Reg. Cnt. or Wt.: 009857

S-420-367 892 539

Agent: WSHEDDA

[REDACTED]

MI

[REDACTED]

SOUTH LYON

License Fee: 166.00

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