



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: **MAR 19 4 20 2008**  
Repository:   
Reference No.: 10153181

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CASSELBERRY State: FL 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 your authorization, NHTSA will not provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: **3/22/08**

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GTCS19W5Y8 [REDACTED]  
Make: GMC Model: SONOMA Model Year: 2000  
Date Purchased: 01-NOV-99 Dealer's Name and Telephone Number: COURTESY PONTIAC 407-787-2070  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Original Owner:  Dealer's City: LONGWOOD State: FL Zip Code: 32750  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: REAR WHEEL DRIVE  
Vehicle Component Code: 162510 STRUCTURE:BODY:TAILGATE:HINGE AND ATTACHMENTS  
Multiple Failure: 1

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

Incident Date(s): 19-OCT-2004 Failure Mileage: 40500 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/85R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair:  Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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 STATED WHILE THE VEHICLE WAS PARKED WITH TOOLS LYING ON TOP OF THE TAILGATE, THE TAILGATE CABLES BROKE WITHOUT WARNING. UPON FURTHER INSPECTION, THE CABLES WERE RUSTED ALTHOUGH THE CABLES WERE COVERED BY A PLASTIC HOUSING. THE CONTACT REPLACED THE BROKEN CABLES WITH NEW CABLES. THERE IS A NHTSA RECALL, # 08V08600, REGARDING THE STRUCTURE. THE VEHICLE HAS THE SAME PROBLEMS AS INDICATED IN THE RECALL; HOWEVER IT IS NOT INCLUDED IN THE RECALL DUE TO THE VIN.

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.

**Subject: ContactUs/Feedback Email**

**A user sent you the following feedback/problem.**

**User Name:** [REDACTED]

**First Name:** [REDACTED]

**Last Name:** [REDACTED]

**Subject: Owner Inquiry**

**My Vehicle: 2000 GMC Sonoma**

**VIN: 1GTCS19W5Y8** [REDACTED]

**Message: I keep hearing about recalls on tailgate cables. Mine both broke in 2004. I bought 2 new ones and replaced. I still have old parts and Invoice. It cost me 108.00 out of pocket. I know read that in June A special policy letter on my truck will be sent. I all ready had the problem over a year ago. How do I know this effects my truck and if it does is it possible to get my money back. Thank you** [REDACTED]

**Email Address:** [REDACTED]

**Address:** [REDACTED]

**casselberry, FLORIDA** [REDACTED]

**Day Phone:** [REDACTED]

**Evening Phone:** [REDACTED]

3/17/06

**Main Identity**

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**From:** <cac@gmc.com>  
**To:** [REDACTED]  
**Sent:** Friday, March 17, 2006 10:46 AM  
**Subject:** RE: ContactUs/Feedback Email

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate you taking the time to write us for recalls on your GMC Sonoma.

I have processed the information on your 2000 GMC Sonoma and did not find any open recalls. Recalls are vehicle identification number specific so not all vehicles of a model year are affected, as you were previously advised on 10/24/2004 per service request #1-270703002.

If you are experiencing a concern with your vehicle, please visit a dealer. If you were not already working with a dealership another option you may choose to pursue would be to contact your dealership of choice for assistance. If you would like to search for dealers, please visit our Web site and select the "Dealer Locator" option on the tool bar or by simply clicking on the following URL:

[http://www.gm.com/automotive/vehicle\\_shopping/dealer\\_locator/](http://www.gm.com/automotive/vehicle_shopping/dealer_locator/)

You may search for your preferred dealer by the dealer name, the city and state or by your zip code. If the dealer is unable to assist, contact the Customer Assistance Center at the number provided below or feel free to write us again.

If you should need to contact us in the future simply reply to this message or call our GMC Customer Assistance Center at 1-800-442-6537 and refer to your file number [REDACTED]. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting GMC.

Sincerely,

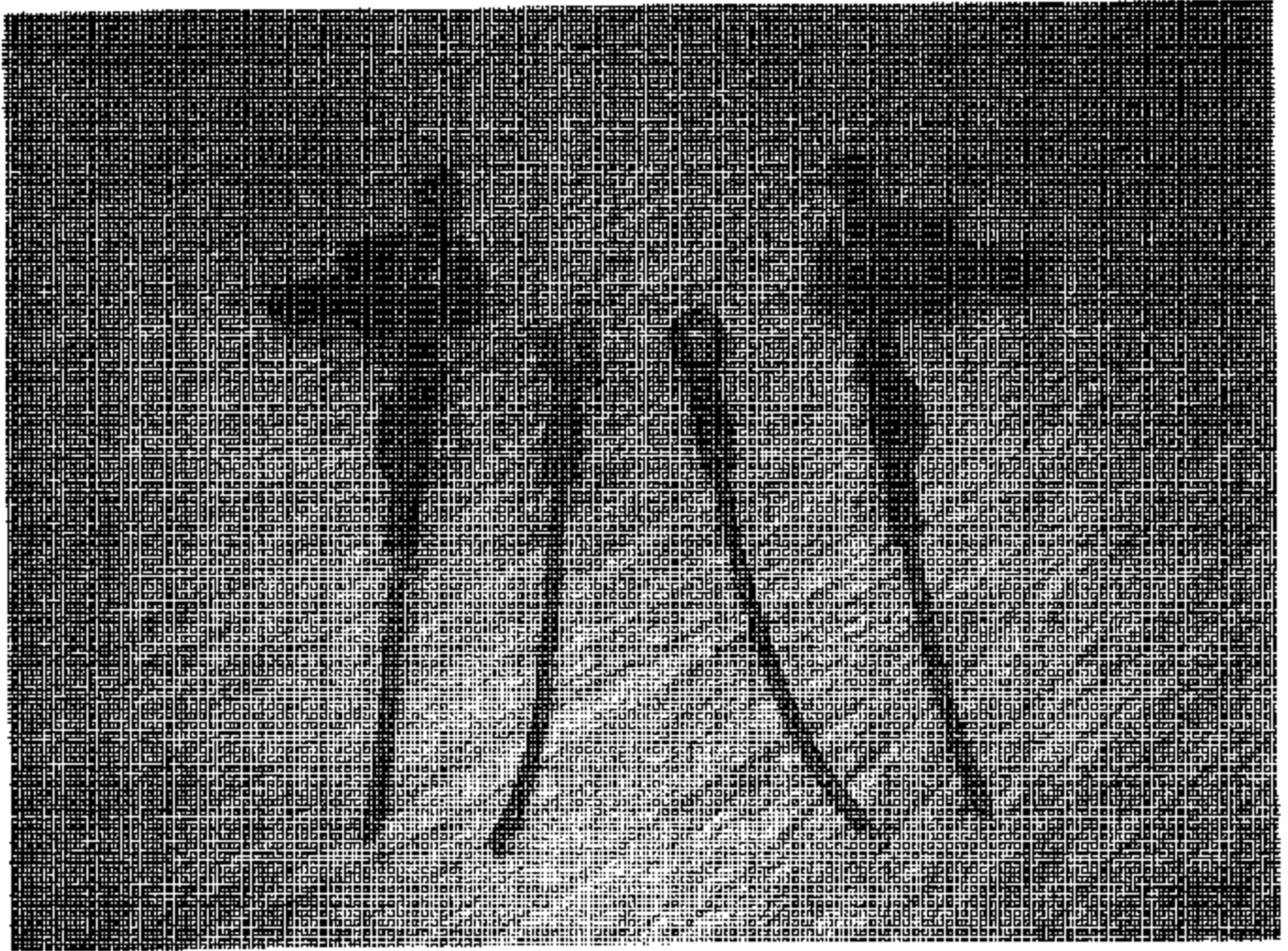
Audrey Vanepps  
Customer Relationship Manager  
GMC Customer Assistance Center

#Subject=ContactUs/Feedback Email

—Original Message—

**From:** WebMaster  
**Sent:** 3/16/06 7:09:10 AM  
**To:** cac@gmc.com

3/17/06



Left

Right

**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).**