



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

2007 OCT 10

FOR AGENCY USE ONLY 100148	
Date Received 10 PM 3:05 19-SEP-2007	Repository <input type="checkbox"/>
Reference No. 10203397	

<b>OWNER INFORMATION (Type or Print)</b>			
Name	[REDACTED]		
Address	[REDACTED]		
City	SOUTHPORT	State	FL
Zip Code	[REDACTED]		
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Signature of Owner [REDACTED]    Date 26/09/2007			

<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GKFK16ZX4 [REDACTED]	Make GMC	Model YUKON XL 1500	Model Year 2004
Date Purchased 29-DEC-05	Dealer's Name and Telephone Number BUD SMAIL		Engine: No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City GREENSBURG	State PA	Fuel Type: Other
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain ALL WHEEL DRIVE	Vehicle Component Code 117000 DIGITAL INSTRUMENT PANEL
Multiple Failure: 14			

<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s) 03-SEP-2007	Failure Mileage 53885	Failure Speed 97	

<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type		

<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		

<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
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).

I STARTED HAVING PROBLEMS WITH THE SPEEDOMETER BECOMING ERRATIC ON MY 2004 GMC YUKON XL ABOUT 2 WEEKS AGO. NOTHING SEEMS TO FIX IT AND IT IS REALLY A SAFETY ISSUE. AS A MEMBER OF THE US MILITARY AND A FIREFIGHTER I FEEL I PUT MY LIFE ON THE LINE ENOUGH. I HAVE FOUND SEVERAL WEB-SITES WITH LITERALLY THOUSANDS OF PEOPLE WITH THE SAME PROBLEMS ON MANY DIFFERENT GM VEHICLES (MOSTLY TRUCKS AND SUV'S). THIS SHOULD BE A RECALLED ITEM BEFORE SOMEONE GETS HURT AND SUES GM OR IS THAT WHAT IT TAKES FOR A BILLION DOLLAR COMPANY TO GET THE POINT. I HAD THIS PART QUOTED TO ME AT \$480 AND DON'T FEEL IT IS MY RESPONSIBILITY TO PAY FOR DEFECTIVE PARTS CONSIDERING ALL THESE OTHER PEOPLES PROBLEMS. \*TR

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.

02 October 2007

Dear NTHSA,

Last week I received your letter and VOQ and you asked for more specific details on the problem I am having and how it is safety related. I intend to explain how this is a hazard and am also including the invoice from the diagnostic test and my complaint to General Motors Corporation.

The speedometer in my 2004 GMC Yukon XL started acting very erratic around the beginning of September 2007. I first noticed the problem as I was traveling down a 4 lane highway. I was doing approximately 65mph at last glance and then I noticed the speedometer jump to around 97mph. I immediately slowed down and the speed dropped also but from the 97mph. I came to a stop and the speedometer came to a halt at 32mph. I turned my vehicle off and it cleared up. I thought this was a one time occurrence until it did the same thing later that day except I was going through town at 35mph and it had jumped up to 60. I took the same action and once again it cleared up. The next morning I was headed to work and as I pulled out from my driveway I noticed the speedometer not moving at all and I was doing approximately 20mph. The needle was actually at a negative point below 0mph. I stopped, turned off the vehicle, restarted it but it still did not move. I was concerned so I tried to stay below what I thought was the speed limit. Approximately 10 minutes into my ride the speedometer jumped up to 40mph. I was flowing with traffic around 60mph so now it was 20mph slower. This whole saga has continued up to this day and according to the mechanics will not correct itself until the Instrument Cluster is replaced. The speedometer has read over the speed I was traveling, below the speed I was traveling, and been stuck at several different speeds. This is pretty much, in a nutshell, what is happening.

The reason I feel this problem is safety related is because you are never aware of your actual speed. I live in a part of Florida with quite a few curvy roads. There were several instances when this started when I had to use hard braking because I thought I was traveling at the speed the DOT sign said was appropriate for that corner and I was actually traveling faster. If I were a mediocre driver I may not have manipulated that corner and left the road causing an accident. For my sake, I am a pretty good driver and can kind of judge my speed by the surroundings or other vehicles on the road. Many people cannot judge their speeds this way and may be traveling too fast or possibly too slow and cause a serious accident. We have no idea how many people may have already been injured or perished due to this malfunction. As a Firefighter/EMT I see a lot of speed related accidents which bring up my concerns. Going back to my corners from earlier, someone may have had an accident and left the road because they thought they were doing a safe speed but really were not. All the police see when they do the investigating is skid marks and blame it on someone going too fast for the corner. Someone could be traveling down a highway and look down and see the speedometer pegged at 120mph and react by braking and then they could go off the roadway or cause the person behind them to hit them or have an accident because the vehicle was really doing a safe speed but the person reacted to the indication. We cannot judge everyone's reaction to this malfunction. Another thing is school zones. We happen to have two schools located next to a major 4 lane highway I travel to work everyday. These school zone speeds are 35mph and 20mph. The police monitor them daily and how am I to know how fast I am really traveling if there was no traffic to follow. Is GM going to pay for a ticket if I were to get busted, NO.? Is GM going to reimburse me if I were to get into an accident because of the speed I was traveling, NO.? They could easily fix the problem because they know it exists. I was told by the service manager at the dealership I took my truck in to that GM knows the problem exists but there is not a big enough percentage of vehicles having the problem to warrant a recall. If they wanted a good reputation they would recall them regardless to save face with the public but they would not want to spend any extra money doing it.

A 2000 plus pound vehicle and a malfunctioning speedometer equals Safety in my book and most people would agree. I called the GM hotline and they were giving me the run around until I told them I had already filed a complaint with the NHTSA. They then changed their attitude and started working with me. I had to take my vehicle to a certified GM repair facility to be looked at and it cost [REDACTED] for them to tell me the Instrument Cluster is bad (specifically the stepper motor in the gauge) and they were aware of many complaints. I again contacted GM and spoke to Cory Pilgrim and he assigned a case number to me. The GM case number is 71-559-906-765. I have not heard from them since but they said they would work with me. I told them this is not just a complaint from me but from everyone who owns a GM vehicle having this same issue. I recently visited a web site [www.topix.net/forum/autos/chevrolet-tahoe](http://www.topix.net/forum/autos/chevrolet-tahoe). I found 14,101 other people who are having the same problem as me. That is 14,101 lives possibly being put at stake on a daily basis. Just about everyone on the forum agrees that GM should recall the Instrument Cluster for Safety reasons. The majority of the people are in the same boat as me. They do not want to pay or can not afford the [REDACTED] to [REDACTED] GM wants for a new cluster. The funny thing is that if you do pay to get the cluster replaced, the new one is really just a rebuilt cluster. Maybe the BBB should get involved with that. It costs about [REDACTED] for a new stepper motor, some solder, and someone to replace it and that cost between [REDACTED] and [REDACTED].

Included is a copy from the maintenance performed on my vehicle and the cost to repair the malfunctioning Instrument Cluster.

Sincerely,

[REDACTED]  
[REDACTED]  
Southport, Fl.  
[REDACTED]

THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXAMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).