



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

Repository ☐

30-JAN-2008

Reference No.

10216507

2008 FEB 25 PM 2:56

**OWNER INFORMATION (Type or Print)**

Name

Address

PO BOX 60

City

CORTARO

State

AZ

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?

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/18/08

☒ YES ☒ NO

**VEHICLE INFORMATION**

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

1GTFG15T36

Make

GMC

Model

SAVANA

Model Year

2006

Date Purchased

31-OCT-05

Dealer's Name and Telephone Number

DON MACHEY GMC 520-624-0481

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

TUSCAN

State

AZ

Zip Code

85705

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

341000 COMMUNICATIONS:HORN ASSEMBLY

Multiple Failure: 50

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

Incident Date(s)

30-JAN-2008

Failure Mileage

26000

Failure Speed

0

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

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

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).

THE CONTACT OWNS A 2006 GMC SAVANNA CARGO VAN WITH 26000 MILES. THE HORN ON THE VEHICLE DOSE NOT WORK. THE CONTACT HAS TAKEN THE VEHICLE TO THE DEALER (DON MACKEY GMC) FOR REPAIR WHICH IS STILL UNDER WARRANTY, BUT THE DEALER REFUSE TO FIX THE FAILURE. THE CONTACT CALLED THE MANUFACTURER AND WAS TOLD THAT THEY HAVE TO GO BY WHAT THE DEALER STATES AND HE HAS TO RESOLVE THE PROBLEM WITH THEM. THE DEALER CLEANED THE CONTACT POINTS OF THE HORN BUT THAT DID NOT REPAIR THE PROBLEM. BL

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

DURING DRIVING I CANNOT ALERT OTHER VEHICLES IN EMERGENCY, THIS  
VEHICLE IS A VERY UNSAFE VEHICLE DUE TO  
HORN PROBLEMS, IF AN ACCIDENT SHOULD OCCUR  
THE MANUFACTURER AND SELLING (SAVING DEALER SHIP)  
CAN AND WILL BE LILIBABLE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

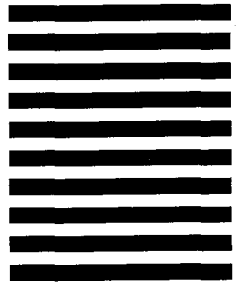
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

