



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

18-JUN-2008

Repository

Reference No.
10231435

OWNER INFORMATION (Type or Print)

Name

Address

City

GREENVILLE

State

MS

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 _____ your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/8/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GKEC13V13R _____

Make
GMC

Model
YUKON

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-SEP-2007

Failure Mileage
59000

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).

TL*THE CONTACT OWNS A 2003 GMC YUKON. THE CONTACT STATED THAT THE BRAKES FAILED WHILE APPROACHING A STOP SIGN. AFTER 20 FEET, THE VEHICLE STOPPED. SHE PULLED OVER TO THE SHOULDER, PLACED THE VEHICLE INTO PARK, AND WAITED APPROXIMATELY TEN MINUTES. THE DEALER PERFORMED A DIAGNOSTIC, BUT NO FAILURE COULD BE IDENTIFIED. THIS WAS THE SECOND OCCURRENCE OF THIS FAILURE. ON THE FIRST OCCASION, MIDAS CHECKED THE BRAKES, BUT ALSO COULD NOT IDENTIFY A FAILURE. THERE IS A RECALL RELATED TO THE FAILURE SHE IS EXPERIENCING. THE FAILURE MILEAGE WAS 59,000 AND CURRENT MILEAGE WAS 59,100.

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.

HIGHWAY 61 SOUTH - P.O. BOX 1109
 CLEVELAND, MISSISSIPPI 38732
 1-800-809-3686
 ESTABLISHED 1941



INVOICE NUMBER

GREENVILLE: (662) 335-2424
 CLEVELAND: (662) 843-3686

CUSTOMER NO. 13683	ADVISOR BOB ROBERTS	TAG NO. 89	INVOICE DATE 06/20/08	INVOICE NO. GCCS152697
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 59,114	COLOR SANDALWOOD/
METCALFE, MS	YEAR / MAKE / MODEL 03/GMC/YUKON/2WD 4DR YUKON	DELIVERY DATE 03/28/03		DELIVERY MILES 175
	VEHICLE I.D. NO. 1 G K E C 1 3 V 1 3 R	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE 06/20/08	
			MO: 59114	

LABOR & PARTS
 J# 1 11CVZ

STAND BRAKE REPAIRS TECH(S):83
 CUST STATES SHE TRIED TO STOP LAST WEEK AND PEDAL GOT REAL SOTT AND SHE HEARD SCRUBBING METAL LIKE SOONF AND THEN STOP CONNECT TECH 2 ROADTEST HISTROYCODE C0292 SET- CHECK ABS ELECTRIC CIRC PERFORM EBCM PIN DRAG TEST CHECK POWER AND GROUJNDS OK- CALL TECH SER OPEN CASE 10352633 THEY SUGGEST REPLACE BOTH FRT HUBS REPLACE BOTH FRT HUBS WITH SPEED SENSO ROAD TEST CHECK OP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15233112	*HUB 6.307	336.21	336.21
JOB # 1	1	15233112	*HUB 6.307	336.21	336.21
JOB # 1 TOTAL PARTS					672.42
JOB # 1 TOTAL LABOR & PARTS					867.42

TOTALS

TOTAL LABOR....	195.00
TOTAL PARTS....	672.42
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	60.72
TOTAL INVOICE \$	928.14

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

THANK YOU FOR YOUR BUSINESS!!

PARTS INDICATED WITH AN (*) ARE GM LIFETIME WARRANTY PARTS

CUSTOMER SIGNATURE

abw
1235

Bob Roberts
12/15/08

[REDACTED]

6/20/08

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMERS

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Mississippi's implied warranty law may give the buyer additional rights.

CUSTOMER SIGNATURE



CHEVROLET • CADILLAC • GMC • BUICK • PONTIAC
 1009 Highway 82 East
 Greenville, MS 38701
 (662) 335-2886

VISIT US AT: allstarautogroup.com

CUSTOMER NO. 3848	ADVISOR DEBBIE OLDHAM	2515	TAG NO. [REDACTED]	INVOICE DATE 06/13/08	INVOICE NO. CVCS162105
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 58,994	COLOR 7	STOCK NO.
GREENVILLE, MS	YEAR / MAKE / MODEL 03/GMC/YUKON/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K E C 1 3 V 1 3 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/08		
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS			
J# 1 16CVZ	FRONT BRAKES CUSTOMER STATES WHEN APPLY BRAKES GOING TO FLOOR AND HEARD A SCRUBBING NOISE FOUND NO PROBLEM AT THIS TIME	TECH(S):38103	0.00
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 30CVZ	ELECTRICAL CUSTOMER STATES RT FRONT WINDOW WILL NOT COME DOWN AT TIMES AND WILL NOT GO BACK UP AT TIMES PERFORM DIAG AND FOUND REGULATOR AND MOTOR SHORTED CUSTOMER DECLINED WORK	TECH(S):38103	82.50
		JOB # 2 TOTAL LABOR & PARTS	82.50
J# 3 80CVZ	CAMPAIGNS AND RECALL OPEN RECALL #05037 SECOND ROW CENTER SAFETY BELT RECALL COMPLETED	TECH(S):38103	WARRANTY
		JOB # 3 TOTAL LABOR & PARTS	0.00
MISC -	CODE	DESCRIPTION	CONTROL NO.
JOB # A	S/S	SHOP SUPPLIES	
			TOTAL - MISC
			4.13
			4.13

DISCLAIMER OF WARRANTIES
 "All expressed warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's implied warranty law may give the buyer additional rights." Repair work done on this order will be based in part upon a flat rate manual computation.

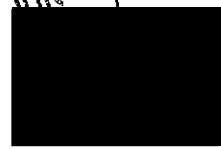
TOTALS			
COMPLETELY SATISFIED		TOTAL LABOR....	82.50
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED		TOTAL PARTS....	0.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS		TOTAL SUBLET....	0.00
* CASH []	CHECK <input checked="" type="checkbox"/>	TOTAL G.O.G....	0.00
* VISA/MC []	DISCOVER []	TOTAL MISC CHG.	4.13
* AMERICAN EXPRESS []	FARMPLAN []	TOTAL MISC DISC	0.00
		TOTAL TAX.....	6.07
		TOTAL INVOICE \$	92.70

CF # 1292

JUN 13 2008

 YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
 IF FOR ANY REASON YOU CAN NOT RESPOND COMPLETELY
 SATISFIED, PLEASE CONTACT STEVE SMITH
 SERVICE MANAGER

CUSTOMER SIGNATURE



The Reynolds and Reynolds Company FRANKTIVE 06201961 O 02008