



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 ☐

21-JUL-2008

Reference No.
10235185

OWNER INFORMATION (Type or Print)

Name

Address

City

TAHOE VISTA

State

CA

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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [Signature] Date 8/10/08 ☒ YES ☒ NO

VEHICLE INFORMATION

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

1GTHK29142

Make

GMC

Model

SIERRA 2500

Model Year

2002

Date Purchased

2002

Dealer's Name and Telephone Number

Winner Chevrolet

Engine:

No: Cylinders

8

Fuel Type:

Diesel

Original Owner

☐ NO

Dealer's City

Colton

State

CA

Zip Code

Transmission Type

electronic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Transfer Case

NGV-263

Vehicle Component Code

100000 POWER TRAIN

Multiple Failure:

servo shift

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-JUL-2008

Failure Mileage

13520

Failure Speed

0

Transfer Case NGV-263 - Faulty design

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: DOTM9ABC036)

☒ 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

Number of Deaths

Reported to Police

0

0

yes, thought it was undrilled at first.

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 2002 GMC SIERRA 2500. THE CONTACT NOTICED FLUID ON THE GROUND AND NOTICED THAT THE UNDERCARRIAGE TRANSFER GAUGE HAD A HOLE. HE SEALED THE HOLE. THE DEALER STATED THAT THE UNDERCARRIAGE TRANSFER GAUGE NEEDED TO BE REPLACED AT THE COST OF \$2,000. THE MANUFACTURER IS AWARE OF THE FAILURE. THERE IS NO RECALL OR TECHNICAL SERVICE BULLETIN. THE FAILURE MILEAGE WAS 13,520 AND CURRENT MILEAGE WAS 13,523.

13,520

13,523

~~Call the~~

For Full story see the web page @ www.thedieselpage.com/reviews/tense.htm

The problem is self explanatory.

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)

The Dealership (in Reno) knows this is a problem because they've encountered it numerous times and supply a modified part so this problem doesn't continue to happen. Winkle Pontiac GMC in Reno, NV.

The design is flawed - the solution is simple. Unfortunately, once the original transfer case is installed on the truck it's very expensive to fix the problem because of the time involved to perform the labor - that's why they don't want to recall the item. Sooner or later this will be a problem for all owners with this type of transfer case.

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

RENO NV 895

15 MAR 2008 PM 3

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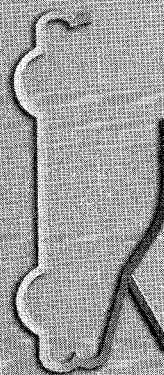
WASHINGTON, DC

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

or call:

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



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

