



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

14-OCT-2008

Repository ☐

Reference No.

10245404

NAME INFORMATION (Type or Print)

Name

Address

City

FALL RIVER

State

MA

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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner Date 11/30/08

VEHICLE INFORMATION

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

1GKEK13R8X

Make

GMC

Model

YUKON

Model Year

1999

Date Purchased

4/19/99

Dealer's Name and Telephone Number

Poirier Superstore 508674-5733

Engine: 350

No: Cylinders 8

Fuel Type:

Regular

Original Owner

☒

Dealer's City

76-13th St. Fall River

State

MA

Zip Code

02720

Transmission Type

Automatic

☒ Antilock Brakes

☐ Cruise Control

Powertrain

5.7

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

27-SEP-2008

Failure Mileage

58000

Failure Speed

5

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

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 1999 GMC YUKON. WHILE DRIVING 5 MPH, THE ABS BEGAN TO VIBRATE ONCE THE BRAKE PEDAL WAS DEPRESSED. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER 05V379000 (SERVICE BRAKES, HYDRAULIC:ANTILOCK). SHE TOOK THE VEHICLE TO AN AUTO SHOP TO REPAIR THE BRAKES. SHE CALLED THE GMC MANUFACTURER TO DIAGNOSE THE FAILURE AND THEY STATED THAT THERE WAS NO RECALL FOR HER VEHICLE. THE FAILURE MILEAGE WAS 58,000.

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.

1/30/2009

[REDACTED]
Fall River, MA

To Whom It May Concern:

On October 8, 2008 I took my 1999 GMC Yukon to Sullivan Tires at 456 Roadman St., Fall River, MA. The vehicle did not get fixed, because they had noticed that the problem was the antilock brakes and that there was a recall. Technician at Sullivan's advised me to take vehicle to a GMC dealer.

I decided to check a couple of websites (GMC CO.) and (www.nhtsa.dot.gov) for recalls. The information found on certain vehicles-recall #05V379000: Wheel Speed Sensor Cleaning on 1999-2002 GMC/YUKON and a potential number of units affected: 804000. On that very same day I called GMC Company spoke to a representative named Kristen at 1-866-790-5700 X32880 to confirm if there was a recall on my vehicle. I was told there was no recalls for my particular VIN # XJ[REDACTED] or any policies in place, instead I was offered cost assistance if I took vehicle to a GMC Dealer to diagnose the problem. A case [REDACTED] was provided to me.

An appointment was made on a three way call between me, Alden and GMC CO representative-Kristen. I scheduled appointment on October 21 with Alden Buick Pontiac 121 Alden Rd, Fairhaven, MA. Left vehicle there overnight for a diagnostic and within 24 hours Kristen from GMC was calling service manager Alan to get the final report. Alen had reported to Kristen based on the questions asked that the vehicle antilock brakes would engage when the vehicle came to a slow stop. Vehicle had no indication of been abused of any shape or form and it was clean with low mileage according to age and since Massachusetts is considered to be one of the states to be "SALT BELT" that cost assistance should be considered. I was not pleased with the out coming results of the decision from Bill Hond-District manager (1-866-790-5600 X31933) at GMC on October 22. After going through all of the process I was still denied cost assistance. I was told based on vehicle age (1999) and mileage (58,854) that they would not provide cost assistance. I ended up paying out of pocket \$254.56.

I want to thank you for your time regarding this matter.

SULLIVAN TIRE

AND AUTO SERVICE

Sullivan Tire Fall River
456 Rodman Street
FALL RIVER, MA 02721
(508)674-4068

PAGE 1

Customer ID: 7777083114

Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: FALL RIVER, MA, [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 99
Make: GMC
Model: YUKON
Lic No: [REDACTED]
VIN: 1GKEK13R8X [REDACTED]
Color: BLUE
Engine: V8-350ci 5.7L F
Mileage In: 0

Date/Time: 10/08/08 08:30:51
Workorder #: 50831
Invoice #: 36185
Key Tag:
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:

Mileage Out: 1

Service comments:

CHECK FOR ABS KICKING IN WHEN STOPPING
DOES NOT DO IT ALL THE TIME
NO ABS LIGHT ON WHEN IT DOES DO IT

Salesperson: D. REILLY

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
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FINAL INVOICE APPROVAL:

MISC AUTO SERVICE

1	CLEANUP			CLEAN UP OF WORK ORD	0.00	0.00	0.00
TOTAL MISC AUTO SERVICE:					0.00		

*** Customer Wishes To Discard Old Parts ***

These Parts And/Or Services Were Declined by the Customer:

1	BSI			Brake System Inspection	0.00	39.99	39.99
Total Declined Service Recommendations:					0.00	39.99	39.99

Invoice Comments:

SEE RECALL 05V379000
SPEED SENSOR CLEANING

WARRANTY EXCLUSION - To the extent permitted by state and local law, any warranties on products sold herein are those made by the manufacturer. EXCEPT FOR CONSUMER SALES, SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 said products. In states that do not allow the disclaimer of implied warranties, the foregoing disclaimer of such warranties will not apply to you.

WORK AUTHORIZATION - I HEREBY AUTHORIZE THE REPAIR WORK SHOWN ON THIS WORK ORDER TO BE DONE ALONG WITH THE NECESSARY MATERIAL(S). I hereby grant you and/or your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. I am hereby notified of and acknowledge that under state law you have a mechanic's lien on the above vehicle to secure the amount of repairs thereto which I have authorized and are not covered by my warranty. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your reasonable control.

PAY AMOUNT
TECH: 009999-0.00 C. EMPLOYEE

PARTS TOTAL 0.00
SALES TAX 0.00
LABOR TOTAL 0.00
GRAND TOTAL 0.00

For house charge accounts,
Please remit all payments:
Sullivan Tire Co. Inc.
Attn: Credit Department
PO BOX 370
Rockland, MA 02370

Now featuring Gift Cards!

INVOICE INVOICE Sullivan Tire Fall River INVOICE
CUSTOMER COPY

ALDEN BUICK PONTIAC GMC TRUCK

121 Alden Road
Fairhaven, MA 02719
(508) 999-3300
www.aldenbuick.com

47401NOV

FALL RIVER MA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1GKEK13R8XJ		58854	10/22/08	47401
YEAR	MAKE	MODEL		COLOR	TAG NO.	
99	GMC	YUKON		BLUE	05353	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
					04/19/99	204 ALAN
TERMS		CASH				
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
90.00	00/00/00		58854	10/21/08	04/19/99	

You may be receiving a survey in the mail soon to rate today's service visit. IF you cannot rate today's visit as *** 100% COMPLETELY SATISFIED *** Please Contact Us !

Thank you for giving Alden Buick Pontiac GMC the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us...

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A * CUSTOMER STATES ANTILOCK BRAKES WILL ENGAGE WHEN THE VEHICLE IS CMING TO A SLOW STOP. CAC ASSISTANCE HAS BEEN REQUESTED BY OWNER. CHECK AND REPORT. DIAGNOSTIC TIME TO PINPOINT SOURCE OF CONCERN SCAN TESTED VEHICLE MANAGEMENT AND CONTROL SYSTEMS. CODES C0222 AND C0226 STORED IN HISTORY. ROAD TESTED WHILE MONITORING SCANNER DATA BOTH FRONT SENSOR SIGNALS ARE DROPPING OUT TOO EARLY DURING PARK LOT MANEUVERS. HUB BEARINGS APPEAR TO BE OK. SEE BELOW FOR REPAIR.						
	095		A49 1013	1.00	C	94.95
Line Total.....						94.95
B CUSTOMER STATES ANTILOCK BRAKES WILL ENGAGE WHEN THE VEHICLE IS COMING TO A SLOW STOP. PER ABOVE DIAGNOSTICS. REMOVED BOTH FRONT WHEEL SPEED SENSORS, CLEANED MOUNTING SURFACE AND ADDED ANTI-CORROSION COMPOUND. ROAD TESTED OK.						
	700		A49 1013	1.60	C	144.00
			KIT05068 SPEED SENSOR C	1	C	
			89022217 LUBRICANT	1	C	.65
			1051344 LUBRIC	1	C	.56
Line Total.....						145.21

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.

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

ALDEN BUICK PONTIAC GMC TRUCK

121 Alden Road
Fairhaven, MA 02719
(508) 999-3300
www.aldenbuick.com

47401NOV

FALL RIVER MA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1GKEK13R8XJ7		58854	10/22/08	47401
YEAR	MAKE	MODEL		COLOR	TAG NO.	
99	GMC	YUKON		BLUE	05353	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
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90.00		00/00/00		58854	10/21/08	04/19/99

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
					Parts	1.21
					SalesTax	.06
					Labor	238.95
					Misc Material	14.34
					TOTAL-CASH	254.56



CUSTOMER COPY - PAGE 02

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

235002047993
ALDEN BUICK PONTIAC
121 ALDEN RD
FAIRHAVEN, MA 02719
5089993300

Sale

ID: 00004HLK
10/22/08
Batch #: 001022

16:46:40

NOVUS

XXXXXXXXXX

Appr Code: 022369 Inv#: 000016

Total: \$ 254.56

Customer Copy
THANK YOU