



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 03-MAR-2009  
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**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City CERES State CA Zip Code [Redacted]  
Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

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, provide your name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 03/13/2009

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield or driver's side 1GKEC13V14 [Redacted]  
Make GMC Model YUKON Model Year 2004  
Date Purchased [Redacted] Dealer's Name and Telephone Number Alfred Matthews (209) 577-0140  
Original Owner [Redacted] Dealer's City Modesto, CA State CA Zip Code 95356 Engine: No: Cylinders 8 Fuel Type: Regular Unleaded  
Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: YES Incident Date(s) 20-NOV-2008

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

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 70000 Failure Speed 0

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

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]  
DOT No. (Example: DOTM9ABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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 2004 GMC YUKON. THE CONTACT STATED THAT THE RPMS, FUEL GAUGE, SPEEDOMETER, AND OIL GAUGE BECAME INOPERABLE. THE DEALER STATED THAT THE CONTACT WOULD HAVE TO PAY OVER \$800 TO CORRECT THE FAILURES. SHE RECEIVED A LETTER THAT STATED THERE WAS A DEFECT IN THE VEHICLE. BOTH THE DEALER AND MANUFACTURER STATED THAT THEY COULD NOT PROVIDE REPAIRS UNDER THE "DEFECT CAMPAIGN" DUE TO THE MILEAGE OF HER VEHICLE. REPAIRS WERE ONLY BEING MADE TO VEHICLES WITH LESS THAN 50,000 MILES. THE FAILURE MILEAGE WAS 70,000 AND CURRENT MILEAGE WAS LESS THAN 110,000.

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 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.

[REDACTED]  
March 13, 2009

U.S. Department of Transportation  
National Highway  
Traffic Safety  
Administration  
1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

To Whom It May Concern:

The vehicle I own has a faulty display of the RPM, Speedometer, gas, oil, and battery gauges. I had received a letter from the manufacturer explaining about the defect a few months prior to when the first gauge stopped working correctly. The first gauge that went out was the RPM. I went to the dealership where I purchased my car within days of failure which occurred early 2008. I spoke to Mike from the service department who informed me that I was approximately 10,000 miles over the limit and that they could not fix my vehicle unless General Motors approved me. I did not contact General Motors at that time because I did not see the failure of my RPM gauge as a safety hazard.

A few months passed and my speedometer stopped working. My speedometer is never accurate. I have been driving on the freeway and the needle will point at 0 MPH and I have driving behind a school bus with its speed in a residential area and my speedometer has said 90 MPH. Soon after my speedometer stopped working all of the other gauges failed. I never know how fast I'm going or how much gas or oil is in my car.

I am a 25 year old women who helps my family run three businesses in surrounding cities from where we live. I use my car to commute to and from work every day. My commute requires me to drive on the freeway and I sometimes have to travel up to 300 miles for things that are all work related. I cannot trust to take my car to work if the alarm goes off in the middle of the night for fear that my car may stop because there isn't enough gas. I do not go to gas stations late at night when I am by myself to avoid any danger.

During my commute on the freeway I don't know my speed. I drive an SUV and not knowing how fast I'm going when the freeway curves is extremely dangerous because SUV's can flip. There are turns on freeways that indicate the lower speed recommended for the curve because no one can see how deep the bend is but I don't know how fast I'm going and it keeps me from being able to know if I'm driving at a speed that is safe enough so that my vehicle doesn't flip. Overheating and fire hazards are also a concern because my oil gauge doesn't work. If my car ever suddenly starts leaking oil I will not know.

I called the manufacturer of the vehicle as soon as my speedometer went out. I explained about my RPM gauge going out prior to my speedometer and that I didn't contact them because it wasn't a safety issue at the time. They told me that I needed to take my car to the dealership to get a diagnostic test so they could be sure that the display gauges were faulty. The diagnostic test came back and in fact it was a manufacturer defect. When I called them back to let them know of the results of the test they told me they would review my case and contact me with an answer on whether or not they will approve my vehicle to get fixed. They refused to fix my vehicle even after I explained about all of these safety hazards.

I hope this matter gets resolved and I greatly appreciate your help in making my vehicle safe for me to drive.

Sincerely,  
[REDACTED]  
[REDACTED]