



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

20-APR-2009

Repository

Reference No. 10266159

OWNER INFORMATION (Type or Print)

Name

Address

City

BUCKEYE

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? YES NO In the absence of an authorized signature, provide your name or address to the vehicle manufacturer. Signature of Owner Date 5/19/09

VEHICLE INFORMATION

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

1GKEC13R1X

Make

GMC

Model

YUKON

Model Year

1999

Date Purchased

1-16-09

Dealer's Name and Telephone Number

Auto Action (602) 262-5424

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

1909 W. Van Buren

State

AZ

Zip Code

85009

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Multiple Failure:

Incident Date(s)

20-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 110000 ELECTRICAL SYSTEM, 030000 SERVICE BRAKES, HYDRAULIC, 017500 STEERING: LINKAGES: TIE ROD ASSEMBLY

Failure Mileage 100000

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 1999 GMC YUKON. ON APRIL 20, 2009, THE VEHICLE WOULD NOT ACCELERATE PAST 20 MPH. THERE HAD BEEN NO PRIOR FAILURES WITH THE TRANSMISSION SINCE PURCHASING THE VEHICLE USED IN JANUARY OF 2009. IN ADDITION, THERE WERE ALIGNMENT ISSUES THAT CAUSED THE TIRES TO EXPLODE, TIE ROD FAILURE, BRAKE FAILURE, AND THE FUEL GAUGE DISPLAYS THE INCORRECT AMOUNT OF FUEL IN THE VEHICLE. THE FAILURE MILEAGE WAS 100,000.

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.

5-19-09

To whom it may Concern,

I recently bought a truck with my fiance and the conditions these vehicle is in are terrible in close I am sending copies of my receipts of what I have fixed on are truck and it needs more repairs so we are asking to please help us in these matters.

The truck needs AC, the Gas cage needle dont work, Tires are very old and many more stuff but for now are main concern is the transmission we just bought the truck and it all ready broke down on us.

Me and my fiance along with the help of he's parents were able to fix the truck but not completely we have six children and for these reason we are asking for help because its not fair we were sold a car with so poor conditions.

Thank You for You're Time.

(Please feel free to call me with any more questions)

These was the first
thing we fixed are
total was \$740.05
we paid \$400 in the
credit card and \$340.05
in cash

4-14-09

.....

440225382884
IZZY AUTO CENTER
730 E MONROE AVE
BUCKEYE, AZ 85326
562-756-1075

COPY
04/14/2009 18:05:59
SALE

Transaction # 3
Card Type: VISA
Acc: *****
Entry: Swiped
Batch No: 104001
Total: 400.00
Reference No.: 00000003
Auth Code: 07019A
Respon: APPROVED

CUSTOMER COPY

**IZZY AUTO CENTER
730 E. MONROE AVE
BUCKEYE, AZ 85326
(623)4745014**

Customer:
Address:
City, State:
Day Phone:
Night Phone:
Fax:
Estimate Ref: 619
Date: April 14, 2009
Time: 06:00 PM

Service Writer:
Service Tech:

VID: GMC
Mileage:

Vehicle: 1999 GMC Truck C 1500 Suburban 2WD V8-5.7L VIN R

Description	Part #	Qty	Price	Extended
Ball Joint				
Front Suspension				
Coil Spring Type				
Upper Ball Joints				
Under 7500 GVW	15687080	2	33.50	67.00
Lower Ball Joint	15659724	2	25.46	50.92
Replace				
Front Suspension				
Coil Spring Type				
Upper Ball Joints				
Both Sides (B)			120.00	120.00
Does Not Include: Wheel Alignment.				
Torsion Bar Type				
Lower Ball Joint				
Press Fit Type				
Both Sides (B)			120.00	120.00
Does Not Include: Alignment.				
Idler Arm				
Idler Arm	26059030	1	115.68	115.68
Contact Dealer for most current part and price information.				
Replace (B)			48.00	48.00
Does Not Include: Adjust Toe-In.				
Pitman Arm				
Pitman Arm	26051896	1	28.68	28.68
Contact Dealer for most current part and price information.				
Replace (B)			48.00	48.00
Stabilizer Bar				
Replace				
Front Suspension				
Coil Spring Type (C)			60.00	60.00
Steering Gear				
Steering Gear	26100345	1	0.00	0.00
Contact Dealer for most current part and price information.				
Replace				
Rack & Pinion				
Complete Assembly Without Transfer Of Parts (B)			0.00	0.00
Does Not Include: Adjust Toe-In.				

Alignment
Align
Coil Spring Type
Front (B)

60.00 60.00

Labor Total		456.00
Parts Total		262.28
<hr/>		
Sub-Total		718.28
Parts Tax	8.3%	21.77
<hr/>		
Total		\$ 740.05

90 DAYS WARRANTY

Signature

Date

AUTO REPAIR ORDER

second
Repair of
1,350.00

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY, STATE: Buckeye AZ [REDACTED]

QUAN.	PART NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION			
1		Trans G440		DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
		1999		5-02-09			[REDACTED]
		YUCON		YEAR • MAKE • MODEL	SERIAL NO.		
		#101943		1999- Chev yucon	MOTOR NO.		
				LICENSE NO.	ODOMETER	WRITTEN BY	
				[REDACTED]	101943		
				<input type="checkbox"/> LUBE <input type="checkbox"/> OIL CHANGE <input type="checkbox"/> FLUSH TRANS. <input type="checkbox"/> FLUSH DIFF. <input type="checkbox"/> WASH <input type="checkbox"/> POLISH			
		1 Trans G440	1350.00				
		1 año de garantía @ 12000 mls					
		La garantía no incluye la					
		puñeta y poner la transmisión					
		Abono	1260				
				GAS, OIL & GREASE		ACCESSORIES	
				GALS. GAS		LABOR ONLY	
				QTS. OIL		PARTS	
				LBS. GREASE		ACCESSORIES	
				TOTAL GAS OIL & GREASE		GAS, OIL, & GREASE	
				<input type="checkbox"/> RETAIN PARTS		MISC. MERCHANDISE	
				<input type="checkbox"/> DESTROY PARTS		SUBLET REPAIRS	
				TOTAL ACCESSORIES		TAX	
				ESTIMATE AMOUNT • PARTS & LABOR		TOTAL	
						1350.00	

necesita cambiar
 el sistema de inha-
 miento y el diferencial
 Cool syste \$130

Changed the cooling system
 and differential pieces

PAID

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LEV IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

adams GT3870

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$_____.

3. I do not want an estimate.

AUTO REPAIR ORDER

SELLER/DEALER

Buyer's Order/ Bill of Sale

DRIVE NOW, LLC
 AUTO ACTION
 1909 W. VAN BUREN
 PHOENIX, AZ. 85009-
 PH: (602) 262-5424 FAX: (602) 262-2082

Date 01/16/2009 Account # 722826
 Sales Person RUBEN

Buyer [Redacted] Co-Buyer [Redacted]
 Address [Redacted] City BUCKEYE State AZ Zip [Redacted]
 County MARICOPA Home Phone [Redacted] Business Phone [Redacted] Other Phone () [Redacted]
 Stock # 722826 New [] Used [X] Demo [] Rental [] Factory Official [] Salvage []
 Year 1999 Make GMC Model YUKON SLT 4D UTILITY Cylinders 8
 Vehicle Identification Number (VIN) 1GKEC13R1XJ [Redacted] Color WHITE Body Type SU
 The Odometer of the above described Vehicle now reads 92452 miles and [] is accurate [] is not accurate. (Refer to the federal mileage statement for full disclosure.)
 Trade-in Vehicle: Year 1999 Make GMC Model YUKON SLE UT Cylinders 8
 Vehicle Identification Number (VIN) 1GKEC13R1XJ [Redacted] Color [Redacted] Body Type 4D Miles EXEMPT

FOR USED VEHICLES ONLY

The Seller hereby warrants that this Vehicle will be fit for the ordinary purposes for which the Vehicle is used for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the purchaser) will have to pay up to \$25.00 for each of the first two repairs if the warranty is violated.

ATTENTION PURCHASER: SIGN HERE ONLY IF THE DEALER TOLD YOU THAT THIS VEHICLE HAS THE FOLLOWING PROBLEM(S) AND THAT YOU AGREE TO BUY THE VEHICLE ON THOSE TERMS:
ATENCION COMPRADOR: FIRME AQUI SOLAMENTE SI EL VENDEDOR TE HA DICHO QUE EL VEHICULO TIENE EL SIGUIENTE PROBLEMA(S) Y QUE USTED ESTÁ DE ACUERDO DE COMPRA EL VEHICULO BAJO ESTOS TÉRMINOS:

1. [Redacted] 2. [Redacted] 3. [Redacted]
 X [Redacted] Buyer Signs (Date) X [Redacted] Co-Buyer Signs (Date)

Dealer may receive a fee, commission, or other compensation for providing, procuring, or arranging financing for the retail purchase or lease of a motor vehicle, for which the customer may be responsible.

IF THE BOX IS CHECKED, THE CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO:

WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this agreement, the Seller makes no warranties on the vehicle, except as described above for used vehicles. Making no warranties means that the Seller is selling vehicle as is - not expressly warranted or guaranteed and without any implied warranties of merchantability (except as described above) or of fitness or a particular purpose. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

ALL PRIOR ORAL STATEMENTS, NEGOTIATIONS, COMMUNICATIONS OR REPRESENTATIONS ABOUT THE PRODUCTS SOLD HEREUNDER ARE SUPERSEDED BY THIS BUYER'S ORDER / BILL OF SALE, AND, IF NOT EXPRESSLY STATED HEREIN, ARE NOT BINDING. By signing below, you acknowledge that you have read all pages of this Order, you also acknowledge receipt of: (1) a true and completely filled in copy of all pages of this Order at the time you sign it and (2) if arbitration is agreed upon, a copy of the arbitration agreement pertaining to this Order. Buyer certifies he/she is of legal age to purchase a motor vehicle. If this transaction is to be a retail installment sale, this Order is not effective unless financing is obtained on terms satisfactory to the parties.

Buyer [Redacted] Co-Buyer [Redacted]
 Dealership Name AUTO ACTION
 Dealership Representative [Signature]

NO LIABILITY INSURANCE INCLUDED

Selling Price	11999.00
Trade-in Allowance	2000.00
Difference	9999.00
Balance	9999.00
** Doc Fee	395.00
**The Doc Fee represents costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the sale.	
Service Agreement	250.00
Sub-Total	10644.00
Sales Tax	
	883.45
Title and/or Tag Fee	N/A
Balance Owing on Trade-in	N/A
Sub-Total	11527.45
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
Total	11527.45
Cash Paid	N/A
Deferred Cash Pickup Down Payment	500.00
Balance to be Financed	11027.45

Installment Sales Contract to be assigned to:
 AUTO ACTION

Auto Action

1909 W. Van Buren 5433 W. Glendale Ave 1827 W. Broadway
Phoenix, AZ 85009 Glendale, AZ 85301 Phoenix, AZ 85041

Right of Rescission Agreement

Dealer has the right to request return of vehicle in the event of failure to obtain financing for customer. Dealer has the right to request return of vehicle at anytime during the financing process if customer commits fraud on application process, failure to produce necessary documents to obtain financing, bad checks, invalid insurance, and other documents needed to obtain financing. Dealer has the right to charge mileage fees (not to exceed \$0.50 per mile) for use of vehicle during that period, Dealer also has the right to charge for damage done to vehicle in customer's possession and Dealer also has the right to charge customer for any charges that customer is responsible for (parking tickets, insurance obtained by dealership, tow charges, and any other charges.) All monies owed to Dealership will be deducted from any down payment that has been received by the dealership. All trade-ins will be returned to customer once any outstanding charges have been paid to the Dealership.

Year: 1997 Make: GMC Model: Yukon

Stock Number: 722826 Miles: 92452 Date: 1/16/09

Customer

Dealership Representative

Date

AUTO ACTION

WARRANTY

***Engine:** Internally lubricated engine parts consisting of: Crankshaft and bearings, oil pump, pistons rings, connecting rods and rod bearings, timing gears and chain or belt, camshaft and camshaft bearings, push rods, rocker arms, rocker arms shaft and hydraulic lifters, intake and exhaust valves, valve springs. Engine blocks are also covered if mechanical failure was caused by the above parts.

***Automatic Transmission:** Internal transmission parts consisting of gears, input and output shafts bearings, front pump, planetary assemblies, transmission, case, overdrive carrier, reaction carrier, center support, parking lock actuator, stator and stator shaft, separator plate, pressure regulator valve, dipstick and filter tube, springs, governor assembly, valve body and torque converter.

***Standard Transmission:** Internal transmission parts consisting of: gears, input and output shafts, bearings, overdrive housing and transmission case if malfunction was caused by the listed parts: Clutch plate, pressure plate, flywheel, release and pilot bearings are NOT INCLUDED.

1 MONTH OR 1000 MILES (WHATEVER OCCURS FIRST)

Year: 1998 Make: GMC Model: Yukon
Stock No.: 722826 Miles: 92452 Date: 11/6/2009

Signer: 

Co Signer: 

Dealer/ Lender Authorized Representative Signature ECA

Notification of Items to be Repaired, Added or Improved
As Part of the Condition of Sale

Date: 01/16/09

Customer: [REDACTED]

Vehicle: 1999 GMC YUKON SLT 4D UT VIN: 1GKEC13R1XJ [REDACTED]

Dealership: AUTO ACTION

The dealership noted above acknowledges that as part of the condition of sale of the vehicle listed above to the customer named above that the following items will be either repaired, added, or improved:

check the brackets , one of the radio that we order it , windshield , check the power window , change oil, refer to [REDACTED]

check the speedometer [REDACTED]

PURCHASER HEREBY ACKNOWLEDGES, AGREES, AND REPRESENTS THE FOLLOWING:

- (1) ALL EXPRESS AND IMPLIED WARRANTIES PERTAINING TO THE VEHICLE WHICH HAVE BEEN HERETOFORE DISCLAIMED IN ANY MANNER WHATSOEVER REMAIN UNCHANGED BY DEALER'S PERFORMANCE OF THESE ITEMS.
- (2) DEALER'S PERFORMANCE OF THE ITEMS SHALL NOT CONSTITUTE OR BE DEEMED TO BE A COURSE OF PERFORMANCE OR ANY WAIVER OF DEALER'S DISCLAIMER OR ANY EXPRESS OR IMPLIED WARRANTIES PERTAINING TO THE VEHICLE.
- (3) DEALER'S PERFORMANCE OF THE ITEMS IN NO WAY OBLIGATES DEALER TO PERFORM ANY SUBSEQUENT REPAIRS TO THE VEHICLE.

Signed:

Purchaser(s)	Date
Dealership	Date

Buyer (and Co-Buyer) Name and Address [REDACTED] BUCKEYE, AZ.	Seller/Creditor Name and Address DRIVE NOW, LLC AUTO ACTION 1909 W. VAN BUREN PHOENIX, AZ. 85009-
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You, the Buyer (and Co-Buyer, if any), may buy the motor vehicle described below (the "Vehicle") for cash or on credit. The cash price of the Vehicle is shown on page 2 as "Cash Price." By signing below, you represent that you have been quoted only one cash price for the Vehicle. The credit price of the Vehicle is shown below as "Total Sale Price." By signing this Contract, you choose to buy the Vehicle on credit as described in this Contract. "We", "us" and "our" refer to the Seller shown above, and any subsequent assignee of this Contract. You promise to pay the Amount Financed shown in the Federal Truth in Lending Disclosure Box below ("TILA Box"), along with a finance charge at the Annual Percentage Rate shown in the TILA Box on the unpaid balance of the Amount Financed.

New/Used	Model Year and Make	Model	Vehicle Identification Number	Primary Use For Which Purchased
USED	1999 GMC	YUKON SLT 4D UT	1GKEC13R1XJ [REDACTED]	<input type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business <input type="checkbox"/> Agricultural
Trade-In 1999 GMC YUKON SLE UT Year, Make and Model		\$ 2000.00 Gross Allowance	\$ N/A Amount Owning	\$ 2000.00 Net Trade-In

FEDERAL TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate 26.000 %	FINANCE CHARGE The dollar amount the credit will cost you \$ 4240.33	Amount Financed The amount of credit provided to you or on your behalf \$ 11027.45	Total of Payments The amount you will have paid when you have made all scheduled payments \$ 15767.78	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 2500.00 \$ 17767.78
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Payment Schedule

Number of Payments	Amount of Each Payment	When Payments Are Due
66	231.33	BI-WEEKLY BEGINNING 02/13/2009
2	200.00, 300.00	200.00 ON 01/20/2009, 300.00 ON 02/01/2009

Prepayment: If you pay off your debt early, you will not have to pay a penalty.
Late Payment: You must pay a late charge if any payment is not made in full within 10 days after the date the payment is due. The charge is five percent (5%) of the payment or \$10, whichever is less.
Security Interest: You are giving a security interest in the Vehicle being purchased.
Additional Information: See this Contract for more information about non-payment, default, any required repayment in full before the scheduled maturity date, our security interests, and prepayment refunds.

FOR USED VEHICLES ONLY

The Seller hereby warrants that this vehicle will be fit for the ordinary purposes for which the vehicle is used for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the purchaser) will have to pay up to \$25.00 for each of the first two repairs if the warranty is violated.

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ATENCIÓN COMPRADOR: FIRME AQUÍ SOLAMENTE SI EL VENDEDOR TE HA DICHO QUE EL VEHÍCULO TIENE EL SIGUIENTE PROBLEMA(S) Y QUE USTED ESTÁ DE ACIERTO DE COMPRA EL VEHÍCULO BAJO ESTOS TÉRMINOS:

1. [REDACTED] 2. [REDACTED]
 X [REDACTED] X [REDACTED]