



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

15-MAY-2009

Repository Reference No.
10268835

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City RICHMOND

State VA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

1GKDT13S0422 [REDACTED]

Make

GMC

Model

ENVOY

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

11-FEB-2008

 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

75000

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: 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 2004 GMC ENVOY. WHEN ATTEMPTING TO ACCELERATE, THE VEHICLE HESITATES ABNORMALLY. THE CONTACT TOOK THE VEHICLE TO THE DEALER, BUT THEY COULD NOT DUPLICATE THE FAILURE AND PROVIDE A REMEDY. THE FAILURE AND CURRENT MILEAGES WERE 75,000. UPDATED 06/03/09 *BF

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.

From: Wells, Cynthia CTR (NHTSA)
Sent: Tuesday, June 02, 2009 9:27 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: Complaint Reference #10268835

Attachments: GMC Envoy Complaint (Ref #10268835).pdf
[Add email and complaint](#)

From: [REDACTED]
Sent: Monday, June 01, 2009 4:27 PM
To: DataQuality, DataQuality (NHTSA)
Cc: [REDACTED]
Subject: Complaint Reference #10268835

Dear Sir or Madam:

I am sorry it has taken so long to respond to Kristin Berry's May 19th request for additional information relating to my compliant #10268835 but attached is a file with my response and supporting documentation.

Please feel free to contact me should any additional questions arise concerning this potentially serious situation to certain GM vehicles.

[REDACTED]

Richmond, Virginia [REDACTED]

* E-mail [REDACTED]
(Office [REDACTED]
(Cellular [REDACTED]
É Confidential Fax [REDACTED]