



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

1-888-DASH-2-DOT

1-888-327-4236

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

08-JUL-2009

Repository

Reference No.

10276141

OWNER INFORMATION (Type or Print)

Name

Address

City

AUBURN

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?  YES  NO

Signature of Owner

Date

VEHICLE INFORMATION

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

1GKDT13S64

Make

GMC

Model

ENVOY

Model Year

2004

Date Purchased

September 2008

Dealer's Name and Telephone Number

Magnussens Toyota 530-

Engine:

No; Cylinders

Fuel Type:

unleaded

Original Owner

Dealer's City

Auburn

State

CA

Zip Code

95603

Transmission Type

Automatic 4x4

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 117000 DIGITAL INSTRUMENT PANEL

Failure Mileage

65100

Failure Speed

35

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 2004 GMC ENVOY. THE CONTACT STATED THAT THE SPEEDOMETER AND FUEL GAUGE BECAME INOPERABLE. THE DEALER ESTIMATED THAT THE REPAIR WOULD COST \$500 AT THE CONTACT'S EXPENSE. ON A SEPARATE OCCASION, THE VEHICLE WOULD ONLY SHIFT INTO FIRST AND SECOND GEAR AND WOULD NOT ACCELERATE OVER 35 MPH. IN ADDITION, THE RPMS WOULD REV HIGHER THAN NORMAL AND THE VEHICLE WOULD HESITATE WHEN ATTEMPTING TO PICK UP SPEED. THE CONTACT HEARD A LOUD HUMMING NOISE UNDER THE HOOD WHEN ATTEMPTING TO ACCELERATE. THE DEALER STATED THAT A NEW TRANSMISSION WAS NEEDED. THE REPAIR WOULD COST OVER \$2,000. AN INDEPENDENT MECHANIC STATED THAT HE COULD REBUILD THE TRANSMISSION. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE LESS THAN 65,100.

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 odometer + fuel gage failed at 44,386 miles and  
The transmission failed @ roughly 58,000 miles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

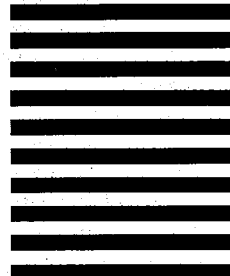
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 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 Avenue SE.  
Washington, D.C. 20077-9382**

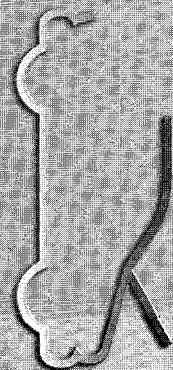


SACRAMENTO CA 957

77 21 3089 200 2 1



**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**



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