



SEP 17 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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

27-AUG-2009

Repository ☐Reference No.
10281986**OWNER INFORMATION (Type or Print)**

Name

Address

City

GAP

State

PA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1GTHK29215E

Make

GMC

Model

SIERRA

Model Year

2005

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)

24-AUG-2009

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

100000

Failure Speed

25

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

Number of Deaths

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 2005 GMC SIERRA. THE CONTACT STATED THAT THE WIRING HARNESS TO THE LOWER RESISTOR MELTED, BEGAN SMOKING WHICH CAUSED THE BLOW MOTOR TO MALFUNCTION. THE MANUFACTURER STATED THAT SINCE THERE WERE NO RECALLS THEY ARE NOT OBLIGATED TO REPAIR THE VEHICLE. THE CONTACT FEELS THE SAFETY RISK CAN POTENTIALLY CAUSE A FIRE WITHOUT WARNING. THE CURRENT AND FAILURE MILEAGES WERE 100,000.

When dropped off vehicle the service desk manager without any questions from us stated, "We have had to fix ALot of these same problems."

Sounds like a recall would be appropriate! Then the added insult of being charged 2.5 hrs worth of labor when that did not occur. No wonder we can't compete in the auto market - over-

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

the only reason I had the service dept. fix was in case a re-call did occur. Never again... they overcharged and attempted to cheat me in labor fees! It got corrected but to charge an amount when the truck wasn't even worked on that long. I AM NOT IMPRESSED at ALL!!!

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

10 SEP 2009 PM 3

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**



**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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TURNER

BUICK • PONTIAC • GMC
"We Take Care of You"
612 East Main Street P.O. Box 68
New Holland, PA 17557

PHONE
(717) 354-4451

TOLL FREE
(800) 824-2277

CUSTOMER NO. 17924	ADVISOR ORACIO SANTIAGO	TAG NO. 23	INVOICE DATE 09/01/09	INVOICE NO. GCCS140219
	LABOR RATE	MILEAGE 114,458	COLOR CARBON/	STOCK NO.
GAP, PA	YEAR/MAKE/MODEL 05/GMC/SIERRA 2500/TK	DELIVERY DATE 09/30/05	DELIVERY MILES 4,528	
	VEHICLE I.D. NO. 1 GTHK29215E	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/01/09	
COMMENTS				

MO: 114458

JOB# 1 CHARGES				
LABOR				
J# 1 51GCZ01	BODY ELECT CONCERN	UNITS:	TECH(S):4	194.95
	REWIRE BLOWER RESISTER MODULE	--PARTS HERE		
	REWIRE MODULE HARNESS	--REPLACE PLUG --REPLACE MODULE		
PARTS				
QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
1		15862656	CONNECTOR 9.215	101.76
1		89019088	RESISTOR 9.215	66.12
TOTAL - PARTS				167.88
JOB# 1 TOTALS				
				LABOR 194.95
				PARTS 167.88
JOB# 1 JOURNAL PREFIX GCCS				JOB# 1 TOTAL 362.83

COMMENTS--
WAITER
TOTALS

**Parts marked with an asterisk are Goodwrench Service Plus

* [] Cash [] Check #...1401*
* [] Visa [] Mastercard [] Discover*
* [] A/R [] American Express*
* Payment received by initials*
* Payment received date 10/16/09*

Turner Buick Pontiac GMC Appreciates Your Business

TOTAL LABOR.... 194.95
TOTAL PARTS.... 167.88
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 21.77

TOTAL INVOICE \$ 384.60

ANY WARRANTIES ON THE ITEM/ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER TURNER BUICK PONTIAC GMC TRUCK, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TURNER BUICK PONTIAC GMC TRUCK, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

See Reverse Side For:

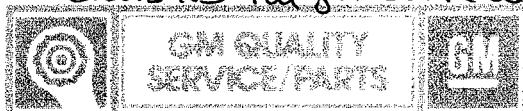


LIFETIME
SERVICE
GUARANTEE

Limited Warranty

CUSTOMER SIGNATURE

Quoted labor 76.00
Truck Dropped @ 1500
We drove by truck out + done @ 1600
Charged 194.95 for labor. Overcharge
Calls x3 till got corrected labor fee.



GENERAL MOTORS CORPORATION

Thank You. We appreciate your business!