

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 28-MAR-2011	Repository ☐
				Reference No. 10393087	
OWNER INFORMATION (Type or Print)				MAY 2 2011	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Address [REDACTED]					
City LESLIE		State MO	Zip Code [REDACTED]		
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 1GKFK66U63J [REDACTED]			Make GMC	Model DENALI	Model Year 2003
Date Purchased 11/4/2009	Dealer's Name and Telephone Number Cardinal Motors / Breckenridge Motors			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City St. Louis	State MO	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-MAR-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL				Failure Mileage 130000	Failure Speed 40
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	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 2003 GMC DENALI. THE CONTACT WAS DRIVING APPROXIMATELY 40 MPH WHEN THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT STATED THAT AFTER A FEW MINUTES, THE VEHICLE WAS RESTARTED YET THE FAILURE PERSISTED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE TECHNICIAN COULD NOT DIAGNOSE THE FAILURE. THE FAILURE PERSISTED INTERMITTENTLY BUT RECURRED MOST DURING WARMER TEMPERATURES. THE VEHICLE WAS TAKEN TO TWO DIFFERENT DEALERS AND AN INDEPENDENT MECHANIC. THE THROTTLE BODY, WIRING HARNESS AND SENSORS WERE REPLACED. THE TIRES WERE ROTATED AND THE PRESSURE WAS CHECKED BUT TO NO AVAIL. THE THROTTLE BODY WAS REPLACED A SECOND TIME BUT STILL THERE WAS NO RESOLUTION TO THE FAILURE. WHEN PERFORMING A DIAGNOSTIC ON THE VEHICLE, THE SAME EXACT FAILURE CODES WERE ALWAYS GENERATED ADVISING OF A THROTTLE BODY FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 130,000.					
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 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.					

To Whom it May Concern:

This Vehicle was towed the first time that it acted up - was in March 2010 to Riechers Auto body in Washington, MO 636-239-2722. Matt Riechers

They do not have invoices on the tow because it was under Aul Warranty but can verify that it was towed to them.

Also there is only the one invoice for Advanced Automotive Electric because there was no charge each time it was brought in there but Garrick Sitzes (manager) can verify it was brought in several times when it was acting up and could not diagnose problem. 636-583-2018

Thank you.



ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

ADVANCED AUTOMOTIVE ELECTRIC & REPAIR

519 East Independence

UNION, MO 63084

636-584-2018 - 636-584-0701

047075

NAME

DATE

TERMS

ADDRESS

TIME RECEIVED

A.M.

P.M.

CITY

PHONE
WHEN
READY ?

TIME PROMISED

A.M.

P.M.

CUSTOMER'S ORDER
NO.

YEAR

TYPE OR MODEL

MOTOR NO.

SERIAL NUMBER

LICENSE NUMBER

ODOMETER

OPER. NO.

REPAIR ORDER — LABOR INSTRUCTIONS

ORDER
WRITTEN BYLUBRICATE ☐CHANGE
OIL ☐FLUSH
TRANS. ☐FLUSH
DIFF. ☐WASH ☐POLISH ☐

\$

SPECIAL REPAIRS

RETAIN PARTS ☐DESTROY PARTS ☐

TOTAL PARTS

ESTIMATE AMOUNT

PARTS
LABOR

ADD'L AUTH. AMT.

TIME

BY

ADD'L AUTH. AMT.

ADD'L AUTH. AMT.

ESTIMATE TOTAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY

RECEIVED BY

GAL. GASOLINE @

QTS. OIL @

LBS. GREASE @

TOTAL GAS - OIL - GREASE

TOTAL LABOR

TOTAL PARTS

GAS, OIL, GREASE

SPECIAL REPAIRS

ENVIRONMENTAL
CHARGES

STATE TAX

TOTAL AMOUNT

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TAC Transmissions & Custom Exhaust
2 Year/18,000 Mile Warranty on Transmission
Repair
1 Year/12,000 Mile Warranty on Exhaust
Repair
573-764-5540
Warranty is Conditional (ask for details)

Invoice

DATE	INVOICE #
9/9/2010	1003

BILL TO
██████████ '03 Denali ██████████

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
Computer Diagnostic Scan		1	39.95	39.95
		Subtotal		39.95
		7.475% Tax		
		Total		39.95

INVOICE ORIGINAL

Work Order

#42677

April 27, 2010

Svc. Adv. McBride, James D

Cust. Ph. (573) 484-4504

Tag# 049

1000 North Church Street

Union, MO 63084

Phone: (636) 583-8000

Fax: (636) 583-4010

www.jimtrenary.com

Page 1 of 2

05/03/2010 13:27:57

To: [Redacted] Leslie [Redacted] MO 376-22 Visa ALL ext. Warrant	Year: 2003 Veh Id: [Redacted] Unit #: [Redacted] Make: GMC Model: GMC YUKON XL 1500 4WD Color: White V.I.N.: 1GKFK66U63J [Redacted] Date In: 04/27/2010 Out: 05/03/2010 Ext. War: [Redacted]	License #: [Redacted] Odo. In: 123,409 Odo. Out: [Redacted] Next Service: [Redacted] In Service Date: [Redacted] Cases: 3
	Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No	

Case: 1 Customer states inspect for service engine soon light coming on and staying on. see customer note.

Quantity Description/Correction

Customer states inspect for service engine soon light coming on and staying on. see customer note. Scanned did's found p0120, p0220, p1516, p2135 performed diagnostics system, checked wiring and connector performing to spec at this time. Need to replace throttle body connector and retest. Replaced throttle body wire harness connector. Cleared codes. May need throttle body working to spec at this time.

Price	Total
\$196.00	\$196.00

Misc \$0.00	Labor \$196.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$196.00
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Case: 2 service plus checkover

Quantity Description/Correction

1.00 83996255 - Connector
 service plus checkover
 Found power steering seal and oil cooler lines leaking.

Retail	Price	Total
\$154.00	\$154.00	\$154.00
	\$0.00	\$0.00

Misc \$0.00	Labor \$0.00	Parts \$154.00	Prepaid Parts Amt: \$0.00	Case Total: \$154.00
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Case: 3 Customer states there is an oil leak.

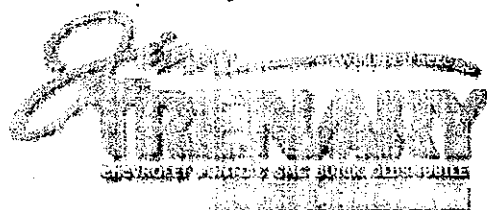
Checked and verified found the power steering shaft seal leaking. Replaced power steering shaft seal and retested ok.

Quantity Description/Correction

1.00 15277770 - Seal-pump
 1.00 89920661 - Fluid

Retail	Price	Total
\$13.81	\$13.81	\$13.81
\$9.80	\$9.80	\$9.80
	\$254.80	\$254.80

Customer states there is an oil leak.
 Checked and verified found the power steering shaft seal leaking. Replaced power steering shaft seal and retested ok.



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INVOICE ORIGINAL
Work Order
#42677
April 27, 2010
Svc. Adv McBride, James D
Cust. Ph. (573) 484-4504
Tag# 049

Page 2 of 2
05/03/2010 13:27:57

Case: 3 Customer states there is an oil leak.

Checked and verified found the power steering shaft seal leaking. Replaced power steering shaft seal and retested ok.

Quantity Description/Correction

Price Total

Misc	\$0.00	Labor	\$254.00	Parts	\$23.61	Prepaid Parts Amt:	\$0.00	Case Total:	\$278.41
									\$0.00

Notes

- AUL extended warranty to pay \$168.35
Autho #430921
Fax customer signed invoice to 767-259-1878 for cc payment.
Customer to pay 376.22 on 5-3-10 for connector and deductible.

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.		Currency:	Labor:	\$450.80
			Parts:	\$177.61
			Misc:	\$0.00
		Payment Ref: 026435	Sub Total:	\$628.41
		Expiry Date:		
		P/O#:	Tax:	\$14.16
05/03/2010				
Date	Signature	Payment Type	Credit Card-S	Total: \$642.57

Payee	Payment Type	Reference	Date	
Riegel, Ken	Credit Card-Sales	026435	04/27/2010	\$98.00
Balance Owing:				\$544.57



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INVOICE ORIGINAL
Work Order
#42677
April 27, 2010
Svc. Adv McBride, James D
Cust. Ph. (573) 484-4504
Tag# 049

Page 1 of 1
04/27/2010 14:39:52

To [Redacted] Leslie [Redacted] MO PAID APR 28 2010 BY: [Redacted]	Year: 2003 Veh Id: [Redacted] Unit #: Make: GMC License #: Model: GMC YUKON XL 1500 4WD Odo. In: 123,409 Color: White Odo. Out: V.I.N.#: 1GKFK66U63J400111 Next Service: Date In: 04/27/2010 In Service Date: Out: 04/27/2010 Cases: 2 Ext. War: Promised Time: 04/27/2010 05:00:00 PM Call When Ready: No
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Case: 1 Customer states inspect for service engine soon light coming on and staying on. see customer note.

Quantity Description/Correction

Customer states inspect for service engine soon light coming on and staying on. see customer note. Scanned dtc's found p0120, p0220, p1516, p2135 performed diagnostics system, checked wiring and connector performing to spec at this time. Need to replace throttle body connector and retest.

Price	Total
\$98.00	\$98.00

Misc \$0.00	Labor \$98.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$98.00
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Case: 2 service plus checkover

Quantity Description/Correction

service plus checkover
Found power steering seal and oil cooler lines leaking.

Price	Total
\$0.00	\$0.00

Misc \$0.00	Labor \$0.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$0.00
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\$0.00

O U T	Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.		Currency:	Labor:	\$98.00
				Parts:	\$0.00
			Payment Ref:	Misc:	\$0.00
			Expiry Date:	Sub Total:	\$98.00
			P/O#:	Tax:	\$0.00
04/27/2010 Date		Signature	Payment Type	Total:	\$98.00



1000 North Church Street
 Union, MO 63084
 Phone: (636) 583-8000
 Fax: (636) 583-4010
 www.jimtrennary.com

INVOICE ORIGINAL
 Work Order
 #54259
 September 14, 2010
 Svc. Adv McBride, James D
 Cust. Ph. (573) 484-4504
 Tag# 084

Page 1 of 1
 09/21/2010 15:16:26

To: [Redacted] Leslie [Redacted] MO	Year: 2003 Veh Id: [Redacted] nit #:	License #:
	Make: GMC	Odo. In: 133,382
	Model: GMC YUKON XL 1500 4WD	Odo. Out:
	Color: White	Next Service:
	V.I.N.#: 1GKFK66U63J [Redacted]	In Service Date: 02/03/2003
	Date In: 09/14/2010	Cases: 1
	Out: 09/17/2010	
	Ext. War: - - (mo/) - D: \$0.00	
	Promised Time: 09/14/2010 12:00:00 AM	Call When Ready: No

Case: 1 cust states ses light on, see hist

Quantity	Description/Correction	Price	Total
	cust states ses light on, see hist, inspect and found codes p0120,p0220,p1515,p1516,p1518,p2135.found doc 1418133 relating to concern.remove and clean ground g103 and clean and install dielectric grease into tac module connector.internal labor charge due to prior concern - Internal	\$0.00	\$0.00
		\$0.00	\$0.00
Misc \$0.00	Labor \$0.00	Parts \$0.00	Prepaid Parts Amt: \$0.00
			Case Total: \$0.00
			\$0.00

O U T	Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.		Currency:	Labor:	\$0.00
				Parts:	\$0.00
			Payment Ref:	Misc:	\$0.00
			Expiry Date:	Sub Total:	\$0.00
			P/O#:	Tax:	\$0.00
09/17/2010 Date		Signature	Payment Type	Total:	\$0.00

Case # 1000000000
Reverse Side

Tom Brune - 636 327-2119

Wentzville City Hall

636 327 5101

636 332 5101

GM - Customer Service
Debra - new Debra
866-790-5600
Ext 11159

Gm Plant in Wentzville

636 327 2501

ASK for Renee ^(Tol) And then Tom Brune

Personel Director

Tom-Brune

July 23rd, 2010 →

talk to ~~REDACTED~~

RENEE Cell -

Talk to Renee ^(Tol) on 8/16/2010 at 10:45AM
And she will have Tom call me

Tom Called back on 8/17/2010 and going
to find out ~~where~~ which plant made Vehicle
And call me back & find out about codes

@ 11:20 AM
Called Renee on 9/1/2010 Gm said she would
call me back. No Return call

Call her back on 9/9/2010 @ 3:25 PM

they gave me Tom's # to call and left him message
to call me back - 9/10/10 Tom had Dave Swartz call back
And he called and talk to Jim McBride @ Jim Trenary

Gm - Detroit

1-800-222-1020

Complaint #

CASE # 71-8486-1089

9/13/2010 @ 11:46 Brittany from Gm
Customer Service called & said they
have filed the complaint and will
follow up with Jim McBride at Jim
Trenary on Wednesday around 11^{AM} ~~PM~~
9/15/2010

to see if they found anything or why
they can't find anything.

Any Questions Call

Brittany @

866-790-5600 ext 11212

Drop Vehicle off to Jim Trenary on 9/14/2010
@ 3:40pm and vehicle was acting up then
and Jim McBride actually seen & heard
what it was doing. Said he would
get it in first thing in the morning.
and call us with what he finds.

Jim McBride called back on 9/15/10 @
5:45pm and said that everything seems
to be working OK so he would assume
that it's the brain (PCM) but can't
guarantee that's what it is. When asked
why he thought that he said it like

a mental person who does stuff for no particular reason. at that found it very offensive and asked him what the price would be on a pcm and he said the parts dept. was closed he call me 1st thing in the morning.

9/16/2010 - I had to call Jim McBride at 11am cause I had not heard from him yet - I was told that the computers were down and still are but the pcm is around \$547, so I asked him about reflashing the pcm - he told me it was around \$90 and he didn't think it would work cause it will only put back in the memory it had in there before. And I asked him again why he thinks it the pcm and he said I can only assume that's what it is but there is no guarantee. I told him I would call him back.

9/16/2010 - Brittany called back @ 1:40pm and did 3 way with Jim McBride and I asked why they didn't have something to test computer & was told that tech support does that
→

Debra called on 11/9/2010 and said that
I need to take Denali back to Jim Tunnery
So he can look at it again then he could
call Tech Support, I asked her why. After
having Denali in there 4 other times, why
he had not already called Tech Support.
She said she didn't know, I told her to
call me back when she knew, cause he
should have already done that when they
could not figure it out.

Call her (Debra) on 11/10/10 left message
at 7:25 AM, to have her call me back

No return call

and you have to take that one off and send it in and he told Brittany & I that he found a Bulletin about a ground wire and he was getting ready to pull it in and look for it. Then I talk to him about assuming stuff before getting all his information and he said he should have used the word assume. So when he got off the line I spoke to Brittany and ~~asked~~ asked why they assume before getting all info & could add that to my complaint. She said to call her back either way and let her know what Jim says about the ground wire.

9/14/2010 @ 4:05pm Jim McBride called and said they checked All connectors and clean them and put electric cleaner on & and would like to ~~clean~~ keep it and drive it for Erands tomorrow wice
Call us on 9/17/2010 he called asked to keep for 1000.
Got Vehicle BACK on 9/21/2010 - works fine
then on 10/8/2010 Did it again @ 12pm in
stz called and Left Brittany Message.
Codes →

10/8/2010 Came up codes P1515, P0120, P2135
Did it again on 10/23/2010 in Beaufort

Talk to Eugene on 10/25/10 @ 12:40pm
Trying to contact Brittany - not working
with Company - New person is Debra- ext-11159
Eugene will have Debra call back in
24hrs Business hrs

Albert on 10/28/2010 @ 11:20am Albert & nobody
has called me back transferred to
debra - she took notes on what was going
on - she ~~is~~ going to contact dealership,
to get history on vehicle and has to
give them 24hrs to contact her and
she won't be in on Monday 11/1/2010
so she will call me on Tues 11/2/2010

Debra
Called me on Tues 11/2/2010 @ 12:45pm to keep
me updated and said that Jim McBride
has not sent her paperwork or called her
back. She called today and giving him 24hrs
again to contact her or she will go over him
to the next step. She will call me back on Wed.

Troubleshooting P1516
OEM Brand: General Motors

0.00

Definition

ââTAC module throttle actuator position performance

Explanation

ââThe ECM has detected an out of range condition

ââbetween the predicted and actual throttle position

Probable cause

ââ1.- Poor connection at the TAC module

ââ2.- Failed TAC module

ââ3.- Check TPP or TPS sensors

ââ4.- Bindings or bent throttle plate-failed throttle

ââbody

Prices and availability are subject to change

THIS IS NOT A RECEIPT

Troubleshooting P1515
OEM Brand: General Motors

0.00

Definition

ââControl module throttle actuator position performance

Explanation

ââThe ECM has detected a throttle plate out of

ââposition based on commanded and actual throttle

ââplate position

Probable cause

ââ1.- Poor connection at the TAC module

ââ2.- Failed TAC module

ââ3.- Check TPP or TPS sensors

ââ4.- Bindings or bent throttle plate-failed throttle

ââbody

Prices and availability are subject to change

THIS IS NOT A RECEIPT

Troubleshooting P1518
OEM Brand: General Motors

0.00

Definition

ââThrottle actuator control module performance

Explanation

ââThe ECM has detected a loss of data or invalid data

ââfrom the TAC

Probable cause

ââ1.- A weak or dead battery will set this code

ââ2.- Loss of voltage to the TAC module

ââ3.- Poor connection at the TAC module

ââ4.- Failed TAC module

Prices and availability are subject to change

THIS IS NOT A RECEIPT

2135 Throttle pedal Pos. Sen.
Switch A/B Voltage correlation

220 Throttle pedal pos. Sen.
Switch B circuit malfunction

1515 commanded vs actual TP
correlation (tac module)

1516 commanded vs Actual TP
Performance (tac module)

Unit Brand: Domestic

0.00

Definition

ââTP (Throttle Position) sensor

Explanation

ââThe Throttle Position signal is used for various

ââsystems in the vehicle.

Probable cause

ââ1.- Sensor open or shorted internally

Probable cause

ââ2.- Check connector and wiring to sensor

Prices and availability are subject to change

THIS IS NOT A RECEIPT

P0120

P2135