

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148



U.S. Department of Transportation  
National 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

Date Received <b>AUG 29 2011</b> 11-JUL-2011	Repository <input type="checkbox"/>
	Reference No. 10411850

OWNER INFORMATION (Type or Print)			
Name	Daytime Telephone Number	E-mail Address	
Address			
City	State	Zip Code	Evening Telephone Number

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 3GKFK16ZX3C	Make GMC	Model YUKON XL 1500	Model Year 2003
Date Purchased 11/2010	Dealer's Name and Telephone Number Private owner		Engine: No: Cylinders V-8
Original Owner <input type="checkbox"/>	Dealer's City UNKNOWN	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 01-MAY-2011

*1st repair 4/27/11 repaired  
2nd repair 7/16/11 failed  
3rd repair 7/25/11 speed cluster installed*

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
<i>speedo cluster - speedometer stops working + freezes on one number + stays there</i>		X

**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 YUKON XL K1500. THE CONTACT STATED THAT THE SPEEDOMETER WAS READING INACCURATELY AND REMAINED STUCK ON A SPECIFIC SPEED. SHE WAS UNABLE TO DETERMINE HOW FAST OR SLOW SHE WAS TRAVELING. THE FAILURE OCCURRED INTERMITTENTLY. IN MAY 2011, THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC AND REPAIRED. THE DEALER ADVISED THE CONTACT THAT A SPECIAL POLICY BULLETIN WAS ISSUED; HOWEVER, THE VEHICLE MILEAGE EXCEEDED THE LIMITATIONS AND DID NOT PERFORM ANY REPAIRS. THE MANUFACTURER WAS AWARE OF THE FAILURE. THE CURRENT MILEAGE WAS 141,000. THE APPROXIMATE FAILURE MILEAGE WAS UNKNOWN.

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 speedometer froze up for the first time 4/11 - we took it to an Independent Repair Shop - the owner of that shop All PRO Auto Repair is a partner to the GMC Dealership in Bartow, Fla on Van Fleet Dr. All pro replaced the motor for the speedometer - It worked until July. I returned to All Pro & another new motor was put in the speedometer - that didn't work. I was then told the circuit board was no good which is where the manufacturers defect was in the first place - All pro ordered a whole new dash cluster & installed it on 7/25/11. At this point all is working well. We are just out of pocket for this defect problem. You cannot safely drive without a working speedometer. *ATTACH ADDITIONAL SHEETS IF NECESSARY* mileage at time of last failure was 141,496

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

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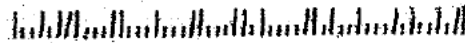
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US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
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Washington, D.C. 20077-9382



20077+9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://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



Mulberry, FL

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