


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p><b>OCT 17 2013</b> 14-AUG-2013</p>		<p>Repository <input type="checkbox"/></p>			
<p>Reference No.</p> <p>10535288</p>		<p>Daytime Telephone Number</p> <p>_____</p>			
<p>Evening Telephone Number</p> <p>_____</p>		<p>E-mail Address</p> <p>_____</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p> <p>_____</p>		<p>City</p> <p>ALBANY</p>			
<p>Address</p> <p>_____</p>		<p>State</p> <p>GA</p>		<p>Zip Code</p> <p>_____</p>	
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p><b>3GKEC16Z83G</b> _____</p>		<p>Make</p> <p>GMC</p>		<p>Model</p> <p>YUKON XL 2500</p>	<p>Model Year</p> <p>2006 <b>2003</b></p>
<p>Date Purchased</p> <p>_____</p>		<p>Dealer's Name and Telephone Number</p> <p>_____</p>		<p>Engine:</p> <p>No: Cylinders <b>8</b></p>	<p>Fuel Type:</p> <p><b>GAS</b></p>
<p>Original Owner</p> <p><input type="checkbox"/></p>		<p>Dealer's City</p> <p><b>Albany Ga</b></p>		<p>State</p> <p>_____</p>	<p>Zip Code</p> <p><b>31701</b></p>
<p>Transmission Type</p> <p>_____</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>_____</p>		<p>Multiple Failure:</p> <p>_____</p>	<p>Incident Date(s)</p> <p>29-JUL-2013</p>
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: <u>BRAKES (PWS)</u>, 980000 UNKNOWN OR OTHER, 025000 ELECTRONIC STABILITY CONTROL</p>				<p>Failure Mileage</p> <p>50000 <b>63,174</b></p>	<p>Failure Speed</p> <p>65</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p> <p>_____</p>		<p>Tire Model (Name or Number)</p> <p>_____</p>		<p>Tire Size (Example P215/65R15)</p> <p>_____</p>	
<p>DOT No. (Example: DOTM19ABC036)</p> <p>_____</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p> <p>_____</p>	
<p>Tire Component Code</p> <p>_____</p>				<p>Tire Failure Type:</p> <p>_____</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p> <p>_____</p>		<p>Date Manufactured:</p> <p>_____</p>		<p>Model No./Name:</p> <p>_____</p>	
<p>Seat Type:</p> <p>_____</p>		<p>Installation System:</p> <p>_____</p>			
<p>Child Seat Component Code:</p> <p>_____</p>		<p>Failed Part:</p> <p>_____</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2006 GMC YUKON <del>2500</del> XL 2500. THE CONTACT WAS DRIVING 65 MPH WHEN THE ABS WARNING INDICATOR LAMP ILLUMINATED. THE VEHICLE WAS TAKEN FOR REPAIR WHERE THE CONTACT LEARNED THAT THE ELECTRONIC BRAKE CONTROL MODULE WAS DISCONTINUED. THE VEHICLE WAS <del>NOT</del> DIAGNOSED AND THE MANUFACTURER WAS MADE AWARE OF THE POTENTIAL ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 50,000. THE VIN WAS UNAVAILABLE.</p> <p><b>63,174</b></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

traveling North on interstate 75 a auto on my left cross over my lane to exist the interstate (Right) Close spacing between the two auto Force Me to depress my brake slightly. At which time my dash board light came on indicating brake problem. The chimes also began ringing. upon clearance of the incident, I steer my auto to the emergency lane, tested its ability to stop. Discovering it could stop, I continue my trip, and return that night. The following day I took it to prince automotive group in albany, Ga. Explain when and how the problem occurred, when the dealership contacted me by telephone, I asked what problem was found.

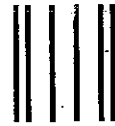
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

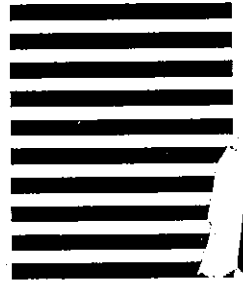
National Highway Traffic Safety Administration

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



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



## Conversation Between Manger and owner

1. Manger = we replaced a Switch.
2. Customer = What kind of Switch.
3. Manger = one in the break System used to equalize pressure between wheels.
4. Customer = How many of these Switches are used in the system.
6. Manger = I am not sure of the Number But I believe several.
7. Customer = IF not sure of the Number, Shouldn't it be wise to replace all.
8. Manger = The bad one is already replaced, and the other indicates no problem.

Accepting this to be truth, I paid the dealership \$284.22 as billed. While leaving the dealership and depressing the brake pedal twice. All warning return in the exact order as happen before the repair. Due to employees leaving at quitting time, I continue home. While noticing each time the pedal is depressed the warning reappeared, convinced the dealership hadn't tested the auto after their repair, I call them the next day to inform them the repair fail to correct the problem. Then I was asked to return the auto a second time. After receiving it a couple day later I am contacted to

pick the auto up again. After my arrival the manager and myself had this discussions,

- (9) Manager = We perform a diagnostic test and find the reasons for the warning to be EBCM part no 663115 is bad. And that this part is discontinued by General Motors.
- (10) Customer = Is the auto safe to drive.
- (11) Manager = As long as you drive safe speed and don't apply the brake hard, it is capable of stopping.
- (12) Customer = What happen in a emer and the brake is applied harshly.
- (13) Manager = It probably will stop, But is capable of pulling to one side or the other due to the missing park, needed.
14. Customer = Is it possible to lose control.
- (15) Manager = yes
- (16) Customer = Due to cost of safety both in lives and property's, I am not to comfortable with the auto. While asking is there any mean I can seek the parts for repair needed.
- (17) manager = It may be found at some junk yard.

Having had the two separate conversation I decided to write you and General Motors.

General Motors to informed them that the three receipts I received at difference trips to the dealership is fabricated to seal facts. proof why does All receipts contain the same dates and time of visits? Why the the First receipt indicates the only repair made was for a unnamed Switch? Shows no sign or cost for a diagnostic test. Why is the Customer given \$75.00 of the cost for repair Back After requesting all cost.

The Customer believe that NO repair was perform by the dealership on the first visit, that the dealership knew the problem upon the first visit. Due to the fact At the dealership are two vehicle with the same problem as mine, the Customer is told that by the manager, prior to him leaving the last trip. Several days After my last contact with the dealership, I am forced to contact them by the lack of use of the vehicle. This time I am told I could bring it back to have the discontinued park uplug, which will stop the alarm waring, But not help the issue, OR that they could removed the Switch send it off for repair at a cost of Eight or Nine

hundred dollar to myself. Can they assure  
the part to be repairable.