



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 SEP 17 2013	Repository <input type="checkbox"/>
14-AUG-2013	Reference No. 10535288

Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ALBANY State GA 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 3BKEC16Z83G [REDACTED]	Make GMC	Model YUKON XL 2500	Model Year 2006 2003
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City Albany Ga	State	Zip Code 31701
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 29-JUL-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: BRAKES (PWS), 980000 UNKNOWN OR OTHER, 025000 ELECTRONIC STABILITY CONTROL	Failure Mileage 50000 63,174	Failure Speed 65
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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 0	Number of Deaths 0	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 2006 GMC YUKON 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 NOT DIAGNOSED AND THE MANUFACTURER WAS MADE AWARE OF THE POTENTIAL ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 50,000. THE VIN WAS UNAVAILABLE.
63,174

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)

traveling North on instate 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 alban, Ga. Explain when and how the problem occurred, when the dealership contacted me by telephone, I asked what problem was found.

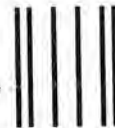
ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

or call:
Vehicle Safety Hotline
888-327-4236



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And was told some Switch was replaced. Having some knowledge of Manhic I asked how many Switch is included in the brake System. When told Several I asked if All may Need replacing. And was Assured they didn't. that all was Checked by diagnostics. Some what Convined I asked the Cost of the repair (\$184.22) Next I asked the Closing Time.

Arriveing Close to Closing Time I retrived the auto after paying it Cost in Cash. Upon leaving the repair Shop and approaching the Street First Stop Light the warnings repected itself. Due to the Fact the busines is Closing, I Continue home, Thinking the problem may solve itself, upon more applications of the brake. Recovering it didn't, I Wonder Wheather or not they test drove the Vehicle, due to the Warning light Comeing on every brake application.

The next day I return the auto the Shop, and again explain what occurring. They then explain they will have to Keep it Several days. upon Notification to pick it up the Secound time, They inForm me the manufacturer had discontinue making the part Needed For the repair. that I own Nothing. I then ask them if the Car is safe to drive. They replied that if I drive at medium Speeds and depress the brake pedal lightly I may be okay. Knowing road Condition, and things that happen unexpectly I ask what do I do in Such a case.

Again ~~the~~ reiterated Slow Speeds and Caution. Feeling at risk I asked is there anything else I could do to make the auto safe, then was told to go to the Junk yard and I may be able to obtain the needed part. Upon contacting the Junk yards most was unaware of the parts locations, looks and so forth. Still feeling at risk I again contacted the repair shop and asked to speak to the dealership manager, upon hearing his explanations I inform him of the \$184.22 cost I had paid, telling him the money should be refunded. Then he said he needed to talk to his shop manager and he will get back with me. When he did he said he could return some of the fee, (\$75.00) when I asked why I couldn't get it all. He stated on the first visit they replace the tail lights, I stated that on the first visit the shop contacted me before the repair was done to inform me what needed repairing and the cost, that no mention of tail lights was included in the conversation. That I used the car to drive back and forth to Atlanta Stone Mountain to pick up head stone and slabs for difference funeral, that I never been stop in any town including Albany for tail lights on this vehicle. I also told him I gave no permission to repair them nor was they mention to me by his repair shop.

Because there was three GMC auto in his Shop before mine with the same problem I am lead to believe the Shop is already aware of the problem. that they falsely repairs to cut their cost. Due to the fact the company offered me no refund until I asked for it. Do to the fact I never was told about tail lights repairs until I inform them about the department of safety. After contacting these safety department they claim to have found means to resolve the issue, saying they can disconnect the electronic Brake Control module or ship it back somewhere for repair ~~to the~~ At the owner expense of eight to nine hundred dollars, depriving them of the vehicle four to five weeks. Do they know some parts can not be repaired. Haven't they already learn that unplugging this part can cause the auto to become uncontrollable, if not why ~~is~~ they telling that fact to the customer.

The cost of safety in both lives and property is high to ignore this problem, and too many vehicle are still on the road for some time to come.

CHECK BACKGROUND AREA CHANGES COLOR GRADUALLY FROM TOP TO BOTTOM. WATERMARK ON BACK. HOLD AT ANGLE TO VIEW WHEN CHECKING ENDORSEMENT.



PRINCE CHEVROLET OF ALBANY

P.O. Box 3209 Albany, Georgia 31706-3209

1001 S. Slappey Blvd. Albany, GA 31701

FIRST COMMUNITY BANK

TIFTON, GA 31793

012811

12811 64-1180/612

DATE
12AUG13

PAY THIS AMOUNT		
*****75	DOLLARS	00 CENTS

AMOUNT OF CHECK
*****75.00

28516

PRINCE CHEVROLET OF ALBANY
VOID AFTER 90 DAYS

TO
THE
ORDER
OF

ALBANY GA 3

BY

BY

[Signature]
 BY *[Signature]*
 AUTHORIZED SIGNATURE

CUSTOMER #: 28516

226915



INVOICE

PRINCE CHEVROLET OF ALBANY

1001 S. Slappey Blvd.
Albany, GA 31701
229-432-6271

ALBANY, GA

PAGE 1

HOME: [REDACTED] DNT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 47679 Kenya L. Reid

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	03	GMC YUKON XL	3GKEC16Z830 [REDACTED]		63101/63101	T051	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 30JUL13		0.00	CASH	02AUG13
R.O. OPENED		READY	OPTIONS: ENG:5.3_Liter_MFI_Iron_Flex_Fuel				
08:53 30JUL13		11:47 01AUG13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSYT STATES THE BRAKE LIGHT COMES ON <i>← opposite of their repair claim</i>							
08			BRAKE SYSTEM				
			275 CP	1.50		142.50	142.50
1			15128592 SWITCH		24.74	24.74	24.74
63101 performed diagnostics checked and replaced brake light switch. retest operating as designed.							

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							14.25

Customers phone no above reflex number prior to change [REDACTED] Now
 For repairs to his 1996 Silverado pickup, then.
 P.S. The Customer also do NOT see any referances to the claim of
 the dealership to repair tail light on this statement, and he wasn't
 consult to give promission to do so. other auto are probably in their
 computer dated before this receipts IF [REDACTED] exist for tail lights, it is dated
 after this receipt

SERVICE HOURS 7:30 AM - 6:00 PM MONDAY - FRIDAY	TO ALL OUR VALUED CUSTOMERS Thank you for allowing us to serve you. We hope this service experience has exceeded your expectations. Our goal is COMPLETE CUSTOMER SATISFACTION. If we haven't accomplished our goal, please let us know. <p style="text-align: center;">Thank You.</p>	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
	MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL "THIS CHARGE REPRESENTS COSTS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL."		LABOR AMOUNT 142.50 PARTS AMOUNT 24.74 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 14.25 TOTAL CHARGES 181.49 LESS INSURANCE 0.00 SALES TAX 2.73 PLEASE PAY THIS AMOUNT 184.22	