


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>18-FEB-2014 APR 17 2014</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10564747</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>MCKINNEY</p>	<p>State</p> <p>TX</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p><i>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).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit VIN identification number located at bottom of driver's side</p> <p>1GKEC13Z03 [REDACTED]</p>		<p>Make</p> <p>GMC</p>	<p>Model</p> <p>YUKON</p>	<p>Model Year</p> <p>2003</p>	
<p>Date Purchased</p> <p>July 2014</p>	<p>Dealer's Name and Telephone Number</p> <p>Individual</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>V8</p>	<p>Fuel Type:</p> <p>Regular unleaded</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>Mckinney</p>	<p>State</p> <p>TX</p>	<p>Zip Code</p> <p>75070</p>		
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p> <p>Now daily</p>		<p>Incident Date(s)</p> <p>15-FEB-2014</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p>			<p>Failure Mileage</p> <p>99000</p>	<p>Failure Speed</p> <p>70 mls</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM9ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></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 Inured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2003 GMC YUKON. THE CONTACT STATED THAT WHILE DRIVING VARIOUS SPEEDS, SHE NOTICED THAT THE SPEEDOMETER AND TACHOMETER DISPLAYED AN ERRONEOUS READING OF ZERO. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 99,000.</p> <p><i>the dealer GMC was notified of problem stated could not do anything they referred me to local dealer for diagnostic. Local dealer charge was 592.01 + taxes. Only thing dealer would do is give 10% discount. I dont have money to fix a defaulty RPM that is very dangerous. Please help</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>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)**

When driving I do not know the speed I am traveling. It is my understanding a bulletin was issued that has expired. Please help me ↓ the safety of my life ↓ my two children. This is a safety hazard when driving.

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

N. TEXAS  
DALLAS 750  
05 APR '14  
PM 5 L



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

CUSTOMER #: 85556

180751



\*INVOICE\*

PAGE 1

3950 S. Central Expwy · McKinney, TX 75069  
Phone: (469) 952-5300  
Fax: (469) 952-5292

MCKINNEY, TX

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 779 PAUL KOVOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLACK	03	GMC YUKON	1GKEC13Z03J [REDACTED]	[REDACTED]	99274/99274	T1736	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT03 DD			15:00 18FEB14			CASH	19FEB14
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_MFI_Iron_Flex_Fuel					
08:21 18FEB14	13:29 19FEB14						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A C/S RPM DOESN'T WORK, SPEEDO AND OIL GUAGE INOP AT TIMES, PLEASE

ESTIMATE

500 Drivability

999 CP

0.00 0.00

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B PERFORM WORLD CLASS MULTI-POINT INSPECTION

27PT PERFORM WORLD CLASS MULTI-POINT INSPECTION

999 ISP

(N/C)

\*\*\*\*\*

C WASH AND VAC

WV WASH AND VAC

999 ISP

(N/C)

\*\*\*\*\*

*Ref # 10564747*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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 it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

# Recommended Services

Technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
A. C/S RPM DOESN'T WORK, SPEEDO AND OIL GUAGE INOP AT TIMES, PLEASE ESTIMATE		\$0.00		X
R&R & REPLACE CLUSTER & PROGRAM (CLUSTER FAILING)	<i>[Handwritten mark]</i>	\$592.01		X
B. PERFORM WORLD CLASS MULTI-POINT INSPECTION		\$0.00		X
C. WASH AND VAC		\$0.00		X
Subtotal		\$592.01		\$592.01

*from dealer*

**# 10564747**