

AUG 10 2014



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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

01-JUL-2014

Reference No.
10607370

OWNER INFORMATION (Type or Print)

Name

Address

City

STATEN ISLAND

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

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

1GKET16P536

Make

GMC

Model

ENVOY XL

Model Year

2003

Date Purchased

02-25-2003

Dealer's Name and Telephone Number

400 HWY 35
STRAUB MOTORS BUICK GMC (732) 264 4000

Engine: 5.3 L

No: Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City

KEYPORT

State

NJ

Zip Code

07735

V-8

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4x4

Multiple Failure:

Incident Date(s)

13-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM; VISIBILITY/WIPER (PWS)

Failure Mileage

104000

Failure Speed

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

0

Number of Deaths

0

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 ENVOY XL. THE CONTACT STATED THAT THE DRIVERS SIDE DOOR PANEL MALFUNCTIONED INTERMITTENTLY. THE CONTACT INDICATED THAT THE FRONT DOORS WOULD NOT LOCK AND THE REAR DOORS WOULD ONLY LOCK BY USING THE KEY FOB. THE CONTACT MENTIONED THAT THE DOOR LOCKS, WINDOWS, POWER MIRROR ADJUSTER AND THE HEATED SEATS FAILED TO WORK INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE SWITCH PANEL ON THE FRONT DRIVERS SIDE NEEDED TO BE REPLACED. THE CONTACT WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 13V248000 (ELECTRICAL SYSTEM AND VISIBILITY). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 104,000. PAM HAS OCCURRED HALF A DOZEN MORE TIMES SINCE I REPORTED THIS FAILURE. PROBLEM CONTINUES TO OCCUR INTERMITTENTLY. WHEN IT HAPPENS, ALL FUNCTIONS CONTROLLED BY DRIVERS DOOR PANEL SWITCHES FAIL: DOOR LOCKS, PWR WINDOWS, PWR MIRRORS, HEATED SEATS. PANEL REMOVED, PLUGS MANIPULATED OUT/IN UNTIL THE SWITCHES WORK AGAIN + PANEL REPLACED IN DOOR ARM REST. MY FEAR IS A SHORT/FIRE LIKE ABOVE RECALL.

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 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)

ADDED TO NARRATIVE INSIDE.

I HAVE NOT REPLACED THE PANEL UNTIL I HEAR IF MY VEHICLE YEAR WILL BE INCLUDED IN THE RECALL
THE COST OF R/R THE PANEL WAS QUOTED AS > \$700.00

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

NEW YORK

NY 100

02 AUG '14

PM 10 1



**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

