 <p><b>DOT Auto Safety Hotline</b></p> <p>U.S. Department of Transportation</p> <p><b>National Highway Traffic Safety Administration</b></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><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>22-JUL-2014 SFP 12 2014</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10615329</p>	
<p>Name</p> <p>Address</p> <p>City PALM SPRINGS State CA Zip Code</p>		<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>		<p>E-mail Address NOEMAIL@UNK.GOV</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 1GKES12S746</p>		<p>Make GMC</p>	<p>Model ENVOY XUV</p>	<p>Model Year 2004</p>	
<p>Date Purchased 2004 New</p>	<p>Dealer's Name and Telephone Number Moreno GMC Mass Bros.</p>		<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: Gas</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City</p>	<p>State Ca.</p>	<p>Zip Code 92553</p>		
<p>Transmission Type Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain 2wd</p>	<p>Multiple Failure: Daily</p>	<p>Incident Date(s) 03-MAY-2005</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM Rear window and gate failed six times.</p>			<p>Failure Mileage 24000</p>	<p>Failure Speed</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: DOTM19ABC036)</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> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police 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 2004 GMC ENVOY XUV. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE SUDDENLY STALLED. AFTER RESTARTING THE ENGINE, THE VEHICLE WOULD OPERATE AS NORMAL. THE CONTACT ALSO STATED THAT AFTER TURNING THE ENGINE OFF AND REMOVING THE IGNITION KEY, THE INSTRUMENT PANEL AND GAUGES WOULD CONTINUE TO ILLUMINATE CAUSING THE BATTERY POWER TO DRAIN. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE IGNITION SWITCH FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 24,000.</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 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.</p>					

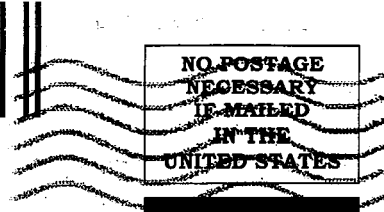
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The ignition failure is a daily problem. Ignition stays on after car is parked which causes battery failure. Ignition has switched off while driving about six times. Rear gate and window have failed six times. Mid window has failed twice. There is no safety rear gate release. When both rear gate and mid window failed we could not get into the back. This is dangerous if a child or pet was inside. We have tools in there. We would have to break a window to get in, a safety hazard.

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

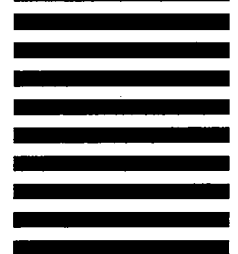
SN BERNARDINO CA 924  
25 AUG 2014 PM 6 L



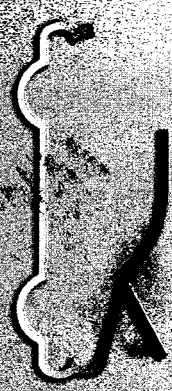
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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 Owners' Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

