


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JAN 29 2015

FORM APPROVED: O.M.B. No. 2127-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 29-OCT-2014</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10651061</p>	
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City CENTRAL LAKE</p>		<p>State MI</p>		<p>Zip Code</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>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GKFT16S526</p>		<p>Make CHEVROLET</p>		<p>Model ENVOY</p>	
<p>Model Year 2002</p>		<p>Date Purchased July 2002</p>		<p>Dealer's Name and Telephone Number Red Norman Pontiac GMC</p>	
<p>Engine: No: Cylinders 6</p>		<p>Fuel Type GAS</p>			
<p>Original Owner</p>		<p>Dealer's City Whitland</p>		<p>State MT</p>	
<p>Zip Code 59185</p>		<p>Transmission Type Auto</p>		<p>Multiple Failure:</p>	
<p>Antilock Brakes <input checked="" type="checkbox"/></p>		<p>Powertrain 4800 inline 6 cyl 4 speed auto trans w O.D.</p>		<p>Incident Date(s) 27-OCT-2014</p>	
<p>Cruise Control <input checked="" type="checkbox"/></p>					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS</p>				<p>Failure Mileage 112,044</p>	
				<p>Failure Speed 0 mph</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</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>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</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>APPLICABLE INCIDENT INFORMATION (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>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 2002 CHEVROLET ENVOY. THE CONTACT STATED THAT THE DRIVER SIDE MASTER POWER SWITCH FOR THE WINDOWS AND DOORS FAILED. THE CONTACT MENTIONED THAT THE WINDOWS FAILED TO OPEN OR CLOSE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 12V406000 (ELECTRICAL SYSTEM, VISIBILITY) AND NHTSA CAMPAIGN NUMBER: 13V248000 (ELECTRICAL SYSTEM, VISIBILITY). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.</p> <p>See Attachment A</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>					
<p>* 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, in a statistical summary format, may be used in support of the agency's action.</p>					

FAX # 202-366-1767

Attachment A

While researching on the WEB how this window control problem could be resolved, I was informed by an after market window control module rebuilder that this was a known problem that had resulted in an official recall on several model years of GM Envoy's and its sister vehicles. The module failures had proven to sometimes cause serious interior fires.

Upon investigating the related recalls, I determined that while there were several model years of my vehicle type, some added in an expanded recall, my 2002 M.V. Envoy, the introductory year for this vehicle platform, was not.

Since my vehicle experienced the same failure mode on the same window control model, I believe it should be covered in this recall / repair event.

