



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

DOT Auto Safety Hotline
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 ☐

SEP 03 2015

Reference No.
10743309

OWNER INFORMATION (Type or Print)

Name

Address

City

BRANDON

State

MS

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
1GKS1EEF4BR

Make
GMC

Model
YUKON DENALI

Model Year
2011

Date Purchased
4/25/2014

Dealer's Name and Telephone Number
Action of Enterprise (888) 520-9141

Engine: 6.2L
No: Cylinders 403HP

Fuel Type:

Flexfuel

Original Owner
☐

Dealer's City

Enterprise

State

AL

Zip Code

36331

V 08

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Multiple Failure:

Incident Date(s)

29-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
86000

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

Number of Deaths

Reported to Police

0

0

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).

I HAVE A CRACK IN MY DASH CONNECTING TO THE PASSENGER SIDE AIRBAG. THIS IS A HUGE SAFETY CONCERN. GM IS NOT WILLING TO FIX THIS PROBLEM OR ISSUE A RECALL WHEN IT IS CLEARLY A MANUFACTURERS DEFECT. THEY APPARENTLY DONT CARE ABOUT THE SAFETY OF THEIR CUSTOMERS. THEY HAVE HAD MANY COMPLAINTS AND STILL IGNORE THIS PROBLEM. HOPEFULLY NO ONE WILL HAVE TO BE HURT FOR GM TO FIX THIS PROBLEM. BUT IF ITS MY CAR THAT SOMEONE GETS HURT IN, THEY WILL HAVE A LAWSUIT ON THEIR HANDS!!

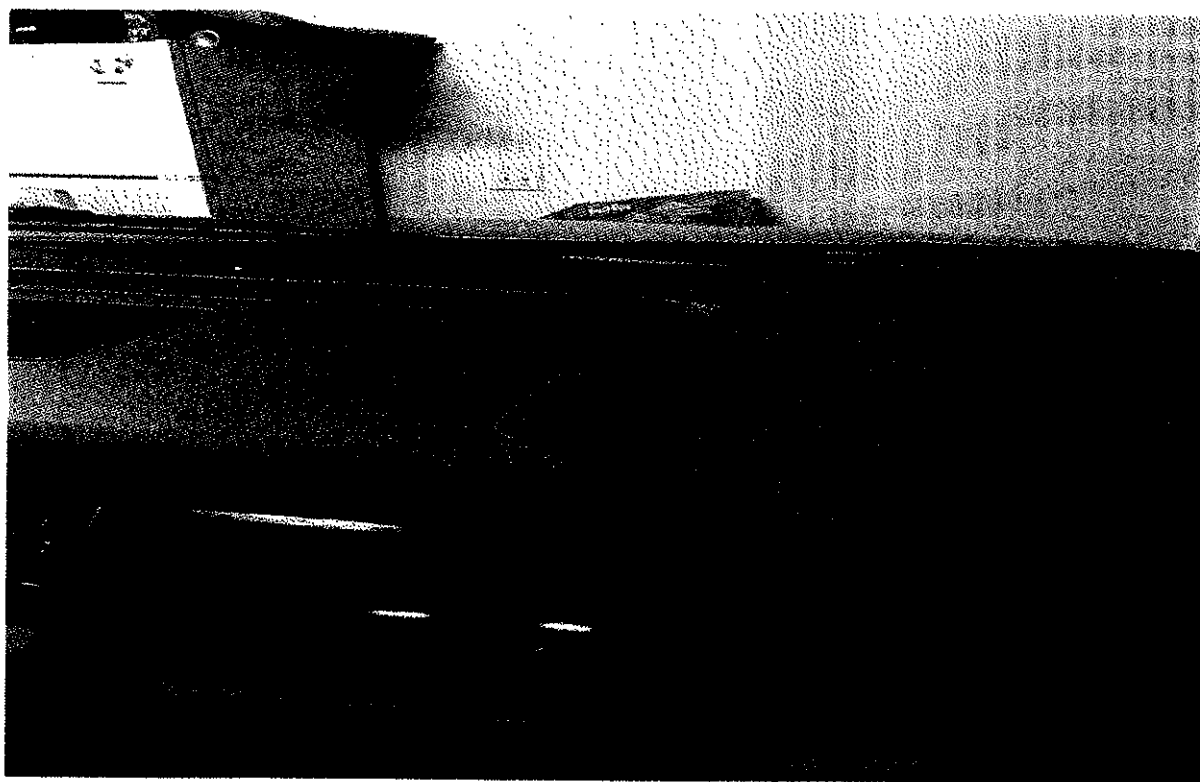
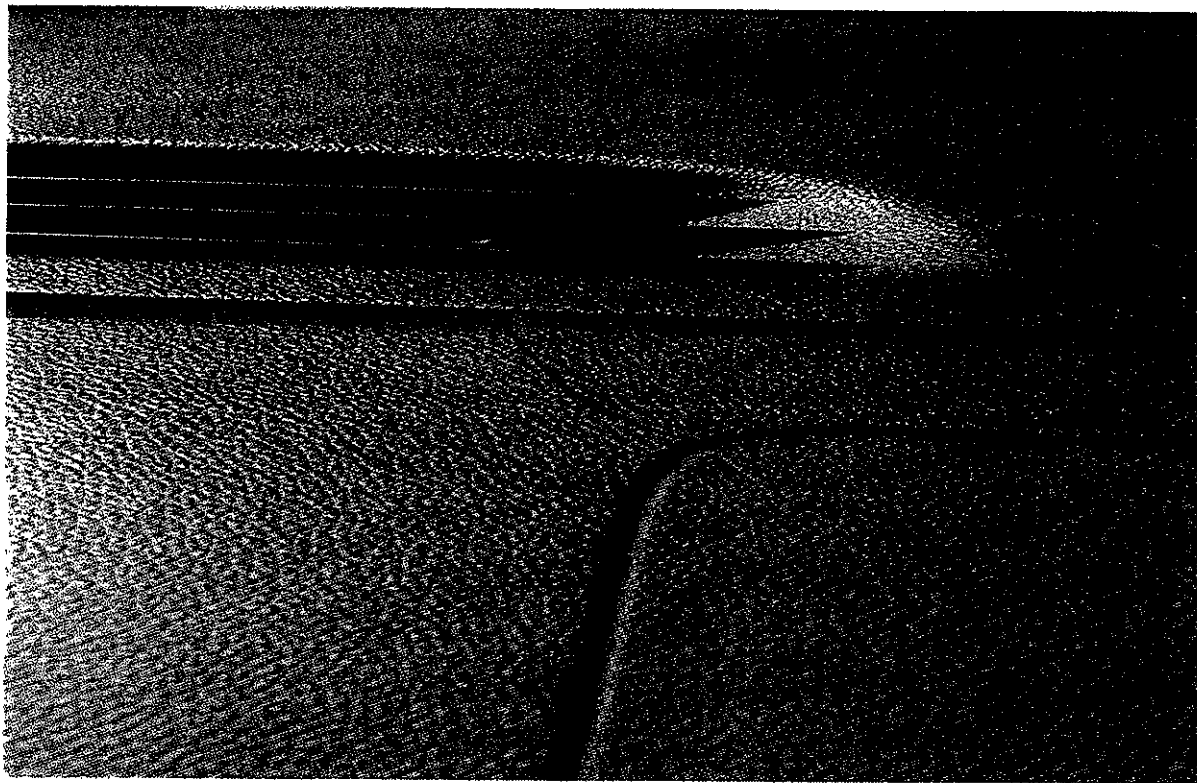
This also affects the resale value, decline in value due to GMC faulty material. The airbag is in too small of a space thus causing it to crack the dash for expansion room. Plastic may be slung into someone face if there was an accident.

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.

2011 Yukon Denali 85K miles when Dash Cracked.



VEHICLE INVOICE



GMC

ACTION

OF ENTERPRISE

PO Box 311430
1309 Boll Weevil Circle
ENTERPRISE, ALABAMA 36331-1430
Telephone 347-2266

SOLD TO:
ADDRESS

BRANDON, MS

DATE: APRIL 25, 2014

SALESMAN: W/S

YEAR	MAKE	MODEL	BODY STYLE	NEW OR USED	KEY NO.
2011	GMC	YUKON	4W	USED	
VIN		UPHOLSTERY		TRANSMISSION NO.	
1GKS1EEF4BR					

INSURANCE COVERAGE INCLUDES

- ☐ FIRE AND THEFT
☐ COLLISION - AMT. DEDUCT.
☐ PUBLIC LIABILITY - AMT.
☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
-------	-------------	-------

NEW VEH. - FACTORY INSTALLED:

I hereby certify that this is a true and correct copy of the bill of sale for the above described vehicle.

STATE OF ALABAMA ACTION ENTERPRISE LLC.
COUNTY OF COFFEE By *[Signature]*

SUBSCRIBED AND SWORN TO BEFORE ME THIS 25TH DAY OF APRIL, 2014.

NEW VEH. - DEALER INSTALLED:

[Signature]
NOTARY PUBLIC COM EXP 04-22-2017

PENALTY OF FIFTEEN DOLLARS (\$15) DUE IF THE VEHICLE IS NOT REGISTERED IN THE NAME OF NEW OWNER WITHIN 20 CALENDER DAYS.

USED VEH. - TRADE IN:

DISCLAIMER OF WARRANTIES

All the warranties on this product are the manufacturer's. ACTION ENTERPRISE LLC hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and ACTION ENTERPRISE LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by ACTION ENTERPRISE LLC in no way affects the terms in the Manufacturer's Warranty.

NAME OF FINANCE COMPANY:

STATE FARM BANK
P O BOX 2325 BLOOMINGTON, IL 61702-2325

PRICE OF VEHICLE \$ 32,000.00

SALES TAX \$.00

DELIVERED PRICE \$ 32,000.00

EXTRAS:

OPTIONAL EQUIP. & ACO:

FACTORY INSTALLED

DEALER INSTALLED

SALES TAX

TOTAL CASH PRICE \$ 32,000.00

COST OF FINANCING

COST OF INSURANCE

TOTAL TIME PRICE

SETTLEMENT:

DEPOSIT

CASH ON DELIVERY CKS \$ 32,000.00

TRADE-IN

LESS LIEN

YEAR

MAKE

MODEL

BODY

VIN

PAYMENTS:

AT \$

AT \$

TOTAL \$ 32,000.00

THE PURCHASER AUTHORIZES THE DEALER TO INSTALL THE OPTIONAL EQUIPMENT, ACCESSORIES AND SERVICES HEREON DESCRIBED, AND TO PLACE THE INSURANCE AS HEREON CHECKED, ACKNOWLEDGES RECEIPT OF THIS CAR AND A COPY OF THIS INVOICE

PURCHASER'S SIGNATURE

DATE 04-25-2014 CUSTOMER [REDACTED] STOCK NO. [REDACTED]**ODOMETER DISCLOSURE STATEMENT**

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, ACTION ENTERPRISE LLC of 1309 BOLL WEEVIL CIRCLE ENTERPRISE, AL 36330
(TRANSFEROR'S NAME, PRINT) (ADDRESS)

Owner of Year 2011 Make GMC

Body Type 4W Model YUKON VIN 1GKS1EEF4BR [REDACTED]

License No. [REDACTED] Sticker No. [REDACTED] State [REDACTED] Year [REDACTED]

State that the odometer now reads 66,850 (no tenths) miles
and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

TRANSFEROR'S NAME ACTION ENTERPRISE LLC
(PRINTED NAME)

TRANSFEROR'S ADDRESS 1309 BOLL WEEVIL CIRCLE
(STREET)

ENTERPRISE, AL 36330

(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE [Signature]

DATE OF STATEMENT 04-25-2014

TRANSFEE'S NAME [REDACTED]
(PRINTED NAME)

TRANSFEE'S ADDRESS [REDACTED]
(STREET)

BRANDON, MS [REDACTED]

(CITY) (STATE) (ZIP CODE)

TRANSFEE'S SIGNATURE [REDACTED]

(PRINTED NAME)

ODOMETER STATEMENT

General Motors

Page 1 of 1

Case# [REDACTED]

Toes^{sen} 1-866-790-5700
GMC ext 41570-

7.10.15



GMC



General Motors - Minimum Customer Participation Calculator

Date: 07/07/2015

Customer Information

Name: [REDACTED]

Phone: [REDACTED]

Dealer Information

BAC: 118360

Name: David Osborne

Dealer: Fowler Buick-gmc

Vehicle/Coverage Information

VIN: 1GKS1EEF4BR [REDACTED]

Make: GMC

Component Warranty Coverage: Bumper to Bumper Coverage

Bulletin [Table #]: [REDACTED]

Ownership Status Message: Our records indicate that this vehicle is no longer owned by the original owner. You may want to verify and consider this information as you determine the amount of out of warranty repair assistance to be provided, if any.

Time

Component's Warranty End Date: 11/30/2013

Job Card Date: 07/07/2015

Days out of Warranty: 584

Mileage

Component's Warranty End Mileage (Miles): 36,134

Current Mileage: 85,883

Miles out of Warranty: 49,749

Repair

Total Repair Cost At Warranty Rates: \$919.96

Job Card / Repair Order (Optional):

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

Important: This Calculator is for GM Dealer and General Motors use ONLY

Minimum Customer/Dealer Participation Amount *: \$643.97 / 70%

Agreed upon Customer/Dealer Participation Amount:

Maximum GM Participation: \$275.99

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

*Please note this is a minimum amount, every customer's situation must be evaluated on a Case-by-Case basis. You may decide to modify the participation amount or offer no assistance.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

155035


FAX

9.2.2015

For: Randy Reid

Fax number: (202) 366-1767

From: [REDACTED]

Cell
Fax number: [REDACTED]

Date: 7 including cover sheet

Regarding: GM cracked dash

Number of pages:

Comments:

This is my info regarding the
cracked dash in my 2011 Denali

Feel Free to contact me

[REDACTED]

Thanks,

[REDACTED]