



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
Posted
TO REPORT VEHICLE SAFETY DEFECT
1-888-DASH-2-DOT
1-888-327-4236
INTERNET: <http://www.nhtsa.dot.gov>

RECEIVED
Data Received
00 JAN 11 PM 1:59
OFFICE
DEFECTS INVESTIGATION

FOR AGENCY USE ONLY

COPIED

od _____
oc _____
up ltr _____

Reference No.

550367

OWNER INFORMATION (Type or Print)

Name

Declare Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA will use the address to the vehicle manufacturer.

Signature of Owner

Date 1/14/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (17 Digits) <u>34KEC18RTV651115</u>	(Location: bottom left of windshield on driver's side)	Vehicle Make <u>GMC</u>	Vehicle Model <u>Yukon</u>	Vehicle Year <u>1997</u>	Current Odometer Reading <u>34465</u>
Purchased Date <u>5/8/97</u>	Dealer's Name <u>IRVINE GMC</u>	Engine Size (CID/CCL) <u>5.7 liter</u>	<input type="checkbox"/> Turbo	<input type="checkbox"/> Diesel	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>IRVINE</u>	State <u>CA</u>	Zip Code <u>92718</u>	No. Cylinders <u>6</u>	<input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Ut. <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
		Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

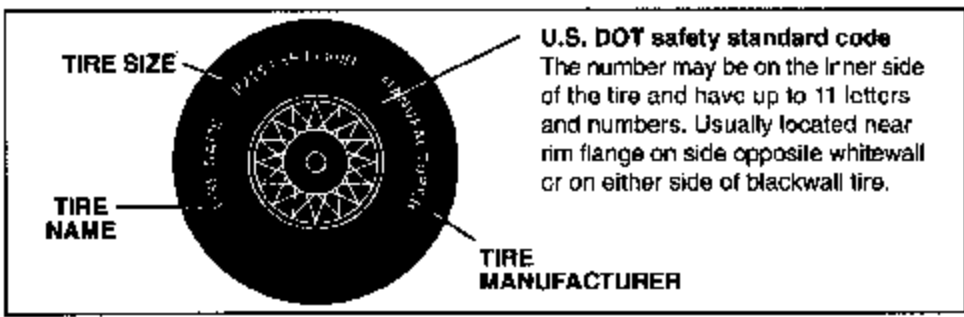
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damage \$ <u>0</u>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

D O T										Manufacturer	Tire Name	Complete Tire Size
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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 administration 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)

Please Reply

We read in a newspaper article that there have been other complaints concerning this problem, and that you are looking into them.

Enclosed is a narrative by my daughter Julie who drives this car and has had these problems she describes.

We told the dealer of this problem, and they told us they could not find anything wrong.

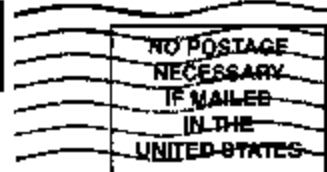
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

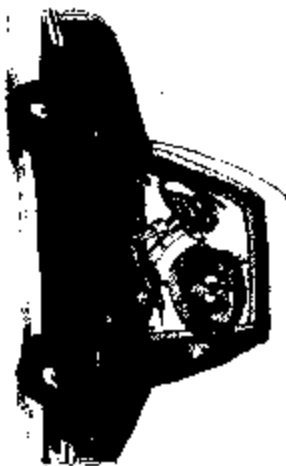
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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I was driving a GMC Yukon in the fast lane on a Southern California freeway when the car in front of me suddenly slammed on his breaks nearly hitting the car in front of him. I was traveling at approximately 65-70 miles per hour and although I immediately hit the breaks, I could tell I was going to hit the back of his car. I knew the lane to my immediate right was open so I turned to the right to enter it and miss hitting the car in front of me. As I did, the steering wheel began shaking violently. The car turned sharply to the right and I passed through the immediate right lane (second lane from the left) and entered into the next lane (third lane from the left). As the steering wheel continued shaking violently, I tried to correct by turning left and the Yukon turned a sharp 45 degree angle to the left. The Yukon passed through the ~~second lane~~ lane from the left again and into the far left lane. The whole time this happened I was applying the break as hard as I could. I had the pedal to the floor and it was pumping against my feet.

At this point, I thought I must be in a skid (although it did not sound or feel like it) so I decided to hold onto the steering wheel and not try to change the Yukon's direction. As I gripped the wheel as hard as I could, it continued to shake and turn to the left and then the right without me moving it either direction. The Yukon continued moving from the fast lane over to the third lane from the left, back and forth, up the road for approximately 25-50 feet until the Yukon came to a complete stop facing east on a north/south freeway. I could tell it had traveled about 25-50 feet because all the autos which had been in the lanes next to me at the beginning of my brake were stopped far behind me allowing me to take three out of the four lanes on the freeway. I did not make any contact with any other auto. The Yukon was examined and nothing abnormal was found.

On a few other occasions, while driving approximately 65-70 miles per hour on the freeway, I have noticed the steering wheel move unexpectedly, both to the right and left. Although the movement is not nearly as drastic as what I described above, it moves enough to steer the Yukon out of my lane if not corrected. Because of this, I am very cautious and hold onto the steering wheel tightly. Regardless, I still notice and can sometimes feel unexpected movements of the wheel that were not created by my instruction.

