

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

20-JAN-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

855234

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GKEK13R2TJ753435	GMC	YUKON	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input 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 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	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) 12-JAN-2000 Mileage at Failure(s) 32500 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

## APPLICATION 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 of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ANTI-LOCK BRAKE SYSTEM DOESN'T WORK. WHEN APPLYING BRAKES PEDAL GOES ALL THE WAY DOW TO THE FLOOR. \*AK

CONTINUED ON BACK PLEASE

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 style="text-align: center;"><b>Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire (VOQ)</b>                  NATIONWIDE 1-888-DASH-2-DOT                  1-888-327-4236                  www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;"><b>FOR AGENCY USE ONLY</b>    252</p> <p>Date Received: <b>20 FEB 16 AM</b>  <b>20-JAN-2000</b>                  OFFICE: <b>DEFECTS INVESTIGATION</b>                  Reference No. <b>855234</b></p> <p>Od_or _____                  St_03 _____                  od_rt _____                  up_lr _____</p> <p>Work Number _____                  Home Number _____</p>
<b>OWNER INFORMATION (Type or Print)</b>	
	<b>585835</b>

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES     NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner: \_\_\_\_\_ Date: **2/16/2000**

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) <small>(located at bottom of windshield on driver's side)</small> <b>1GKEK13R2TJ753435</b>	Vehicle Make <b>GMC</b>	Vehicle Model <b>YUKON</b>	Vehicle Year <b>1996</b>	Current Odometer Reading <b>32445</b>		
Purchase Date <b>8-29-96</b>	Dealer's Name <b>Westworth Buick GMC</b>		Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New	City <b>Eugene</b> State <b>OR</b> Zip Code <b>97402</b>	No Cylinders <b>8</b>				
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 type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other <b>SUV</b>	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other <b>SUV</b>

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <b>03254000</b>	Part Name(s) <b>BRAKES:HYDRAULIC:ANTI-SKID SYSTEM</b>	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement <b>Some</b>
No of Failures <b>17 Noted</b>	Date(s) of Failure(s) <b>12-JAN-2000 4-8-97 thru</b> Mileage at Failure(s) <b>32300 2-2000</b> Vehicle Speed at Failure(s) <b>7101 Mi To 32445 Mi</b>	Failed Part(s) Available? <input type="checkbox"/> Yes? <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Part no response</b>

**APPLICATION 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 of Persons Injured <b>None - except it affects my husband's heart</b>	Number of Fatalities <b>None - so far</b>	Estimated Property Damage <b>failure on Panic Stop, no accidents</b>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**ANTI-LOCK BRAKE SYSTEM DOESN'T WORK. WHEN APPLYING BRAKES PEDAL GOES ALL THE WAY DOWN TO THE FLOOR. \*AK** *It seems the computer system does not get the message to the A.L.B system ABS The brakes have skid & bounce*

CONTINUE ON BACK IF NEEDED

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

MANUFACTURER/TIRE NAME

SIZE

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

(1) I did not find DOT. following are some numbers  
P245/75 R16 1095 M+S (E4) 026479

BE Goodrich Radial long trail T/A

Other: TPG SPEC 2317

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES


**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  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



 U.S. Department of Transportation National Highway Traffic Safety Administration	Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> NATIONWIDE 1-800-424-9393 DC METRO AREA (202) 366-0123 INTERNET: <a href="http://www.nhtsa.dot.gov">http://www.nhtsa.dot.gov</a>		<b>FOR AGENCY USE ONLY 156</b>	
	OWNER INFORMATION (Type or Print)		Date Received 18-NOV-1999	Od_or _____ rt_dt _____ od_rt _____ up_itr _____
[Redacted] 573051		Reference No. 853118		Work Number [Redacted]
		Home Number same as work		

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.  
 Signature of Owner: [Redacted] Date: 2/20/99

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) <small>(located at bottom of windshield on driver's side)</small> 1GKEK13R2TJ753435	Vehicle Make GMC	Vehicle Model YUKON	Vehicle Year 1996	Current Odometer Reading 31915
Purchase Date 8-29-96	Dealer's Name <u>Wintworth Buick/GMC</u>		Engine Size (CID/CC/L) No Cylinders <u>8</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>Eugene</u> State <u>OR</u> Zip Code <u>97402</u>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restrain: System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag
		Cruise Control <input checked="" type="checkbox"/> Yes	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" 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 type="checkbox"/> 2-Door <input checked="" 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 03260000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 10+	Date(s) of Failure(s) <u>01-JAN-1997</u> Mileage at Failure(s) <u>VARIOUS</u> Vehicle Speed at Failure(s) <u>VARIOUS</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPLICATION 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 of Persons Injured <u>None - 2 for rear - minor injury</u>	Number of Fatalities	Estimated Property Damage <u>None - so far</u>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

BRAKING SYSTEM MALFUNCTIONED, CAUSING EXTENDED STOPPING DISTANCE, WHICH ALMOST RESULTED IN A CRASH. DEALER COULD NOT DETERMINE THE CAUSE OF THE PROBLEM. COMMON PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. \*AK

*Letters and dates attached:*

[REDACTED]

February 7th 2000

[REDACTED]

U. S. Dept. of Transportation  
Natl Highway Traffic Admin NEF-11.2HL  
400 Seventh Street SW  
Washington D.C. 20590

Gents,

Please review the "Vehicle Owner's Questionnaires" dated 12-20-99, 2-6-2000 and all information enclosed. This is the third packet of information I ~~to~~ have sent.

I have an appointment with the service department of Roe Motors for Wed. 2-9-2000 to see if that department can correct the ABS System - especially on the left ~~from~~ front wheel. The computer does not seem to get the message to the wheels.

Please contact GMc to see if - or what, can be done to help me make this a safe vehicle. If nothing can be done then, the auto should be recalled and replaced. We have had far too many - dangerous - problems.

Sincerely,



[REDACTED]

  
February 3, 2000

U.S. Dept of Transportation Sub: ABS + other  
Natl Highway Traffic Safety Admin. repairs '96 YUKON (GM)  
Office of Defect Investigation NHTA 10.0  
400 7th Street SW  
Washington, D.C. 20590

Gen. Reman:

In December I wrote a letter to  
the address shown above, however when  
I called 1-19-2000 no one had seen the  
letter or Questionnaire, therefore I am  
sending the following reports, a copy  
of my letter of 12-21-99 and other infor-  
mation. Please review and send me  
a confirmation and your remarks.

Sincerely,  
  


291 064

Miles

Problems w/ oil

Problems w/ Brakes

1212

Bushing missing (never installed at factory)

10.9.96

R. front seat

1212

Miss aligned rear at door, hits front door when opening

1-3-97

3660

Ⓛ

Oil leak - oil filter adapter area.

4-4-97

faulty oil filter adapter.

5-7-01

Rear Differential service (gears, motion)

Ⓛ

Oil gasket

8703

Clunk in gearing (backing up, taking off from slow stop, sometimes in motion)

Re. 5-23-97 note

Question meaning of notation:

"Anti-lock ~~break~~ brakes (4)

13,871

Tires rotated (Why)

15,923

Clunk or rattle coming from rear end, continued after tire (spare) adj (jack rattle) none of these. Clunk continued

5-12-98

16,606

Rotated tires - Brake inspection 70% OK

Ⓛ Note on Survey "Oil leak, returned 5-27-98 for correction:

Ⓛ \*

"Left front side output shaft seal leaking - Remove axle, remove seal, install new seal, Reinstall D axle, check fluid level"

Ⓛ \*

Note on Survey: "Seem to have locking brakes I have a 'klunk' somewhere in the gearing - brakes? No one can find problem, but my brakes are locking on a hard stop! Must find"



- Miles solution. Locking brakes can be dangerous"
- 22905 Brakes lock up and vehicle slides when brakes are applied Hard.
- (A) Re survey notes at 14,606  
Intermittent clunk from rear of all
- 23809 "... Vehicle seems to bounce, feels like has square wheels  
1st cleaning of brakes - sublet drums for machining.
- 25628 "Service engine soon" Data within 57m specs.  
(D) Leak oil, Rest of vehicle - Rear pinion seal leak - Replace seal
- 28775 (A) Emergency braking vehicle bounces. Scan system - need further diag.  
Need to research for further diag.
- 30,231 (A) Brakes do not stop vehicle smoothly, vehicle bounces to a stop, ABS light comes on at times.
- Brake inspection & brakes cleaned  
You are searching for miles 22300?
- 31875 Called Roe Motors to report oil leak. The service writer did not seem to know what I was talking about when I mentioned that the same area had been repaired at 20,026 mi. On 12-6-99 I made a drawing of where the oil leak was. (I'm 75 years old. I crawled under the Yukon, found the leak and did the drawing.) A copy is enclosed.

Pg 3 of 4  
Miles

31915

Oil leaks repaired after service writer reviewed my drawings: "Skid plate, front R & L seal & axles. Shaft & bearings, seals left side bearing, on Ly..." The expense was a 50/50 split after I called the 800 number to ask why I was having numerous problems, and repeated problems.

32245

Still having trouble with ABS system on a panic stop. Brakes grabbing and bouncing. Tech. at Roe Motors talked to Tech. advisor in Mi? or somewhere and was told to repair. "Rear axle flange runout, wheel cylinders, linings and brake pressures - Needs linings and right rear axle replace right rear axle and seal, reline rear brakes - new style linings, clean & lube all contact points. Road test seemed OK per Tech. at 12-29-99

32249±

The day I brought the vehicle home, I tested for Klunks It had not gone away with any of the repairs. I have enclosed a log of recorded Klunks from 12-2-99 to date.

32288

I tested for Panic stop at 40MPH prot. The left front wheel (brake) grabbed skidded. you can hear the ABS system trying to compute, but nothing ~~try~~

Page 4 of 4  
Miles

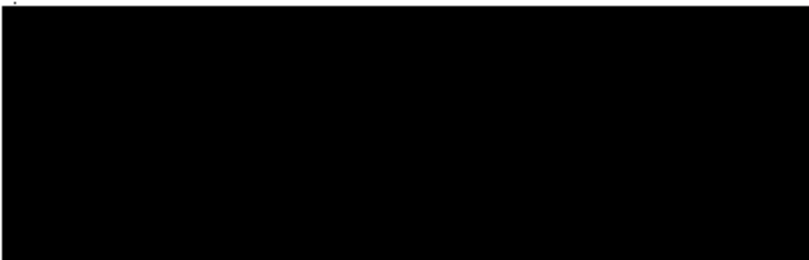
32,288

Cont. happens, except that the brake locks. Granted - the auto does stop more smoothly since the repair of 32,245 mi, however we need all the wheels to follow instructions to stop not just one.

Listed on these four (4) pages are (17) seventeen problems in addition to the Klunk (which seems to be coming from the drive shaft). We have had the Yukon a little over three years (3 years 5 mos) that give us almost 2 1/2 problems per month since we purchased a new, state of the art auto! This is excessive!

I have a husband who is semi invalid, with multi-heart problems, classed as 100% disabled. I will not test the Yukon with him in the car because I'm concerned for his heart. But, there have been times when he was riding with me when I was required to make a panic stop. We must have the transportation, we must have safe transportation. I bought an auto (\$35,000+) hoping for safety - instead I have had constant travail! It's time something was done.

1 of 4  
1-19-2000  
Called. Rec'd. 2-3-00  
Re-apply 2-3-00  
name & be completed.



December 21, 1999

U. S. Dept. of Transportation ; Subject.  
Natl. Highway Traffic Safety Adm. ABS System  
Office of Defects Investigation, NSA -10.01  
400 7th Street SW  
Washington, DC 20590

Gentlemen,

This letter is a part of the report you requested, ie "Narrative Description.."

- (1) ~~First~~ mention of rough stopping  
9-26-97 13,871 mi. Tires rotated.
- (2) 12-15-97 16,606 mi. Uneven stopping,  
Rotated tires.
- (3) 5-2-98 - Survey to GMC, Toledo Ohio  
"Seems to have locking, brakes..."  
Miles 20,036.
- (4) 10-2-98 miles 22956 Brakes lock up  
Bounces, wheels seem square.
- (5) 11-9-98 miles 23809

Brakes seem to lock. Brakes cleaned per Mr. Roe's suggestion, may help the bouncing stops, but did not help.

- (6) 3-16-99 miles 25628  
Engine lights on "Service & Anti-brake."  
Copy of service order attached. I do

2 of 4  
12-21-99



The vehicle bounced and skidded toward a creek 6-8 feet high from the road. You could hear the anti-locking system trying to right, however nothing was working. I killed the engine, re-ignited the motor and the vehicle would move again.

Roe Motors service advisors as well as Mr. Roe feel there is not a problem, however no one there has been in the auto on a panic stop. That's when the brakes malfunction. In an emergency stop your innate-ness takes command but the computer system of the anti-lock system does not know anything except what it is programmed to do. Stop under normal conditions Mr. Roe drove (rather rode with me) while I drove the auto. We bounced to a stop. He told me it was functioning just as it should. He told me the auto was supposed to stop like an air plane, however I have never been in a plane that locked its wheels and bounced to a stop.

The miles recorded "in" and "out" are all under one mile or the same "in" and "out" miles. This

2 of 4

12-21-99

The vehicle bounced and skidded toward a creek 6-8 feet high from the road. You could hear the anti-locking system trying to right, however nothing was working. I killed the engine, reignited the motor and the vehicle would move again.

Roe Motors service advisors as well as Mr. Roe feel there is not a problem, however no one there has been in the auto on a panic stop. That's when the brakes malfunction. In an emergency stop your innate-ness takes command but the computer system of the anti-lock system does not know anything except what it is programmed to do. Stop under normal conditions Mr. Roe drove (rather rode with me) while I drove the auto. We bounced to a stop. He told me it was functioning just as it should. He told me the auto was supposed to stop like an air plane, however I have never been in a plane that locked its wheels and bounced to a stop.

The miles recorded "in" and "out" are all under one mile or the same "in" and "out" miles. This

4 of 4  
12-21-99



indicates to me that very little road testing was done.

I will send a copy of this report to GMC in Pontiac Mi. A file has been established with them # 99283763 (11-18-99) 1-800-462-8782.  
P.O. Box 436008 Pontiac Mi 48343

Thank you for your assistance.



CC: Roe Motors  
Grant Pass, Ok.

Enclosures:

Repair order 3-16-99 Line 1  
Letter: Jackie Lusk  
" Paul Southard

[REDACTED]

August 26, 1999

To Whom It May Concern:

I am corresponding with you today at the request of my mother-in-law, Mrs. [REDACTED]. Mr. and Mrs. [REDACTED] drove down to our home from their home in Oregon in June of this year to see their oldest grand daughter graduate from high school. They stayed at our house, in the San Francisco Bay Area from June 15th through June 22nd.

On Saturday, June 19th, [REDACTED] and I were in her Yukon coming home from an afternoon of shopping. We came upon a four way stop and Florine applied the brakes. At first I thought that she did not see the stop sign and yelled, "Grandma, that's a stop sign!" She responded with, "I know, I am trying to stop!" At about the same time she replied, the brakes grabbed with such force that I thought we were going to go through the windshield even though we had our seat belts on.

This was a very frightening and dangerous experience. Later as we continued to drive home, Florine told me that this had happened before and that every time she took the Yukon back to the dealership and reported the problem, but that they could not seem to fix it.

I would strongly encourage you to send a factory service representative to Mrs. [REDACTED]'s home to have a discussion and a test drive with her. As it is an intermittent problem, perhaps it will choose just that time to act up so that your representative can see how frightening and dangerous this condition is.

Thank you in advance for your anticipated prompt attention to this important customer service matter.

Kind Regards,  
[REDACTED]

Log: Anti-Lock Brakes:

- 12-23-99 Returning from Griffin Park: Turned up river (Logue) to dead end. On return made a left turn toward Robertson's bridge. Brakes locked into skid on turn. <sup>Weather</sup> good. Braking stops miles past E. 940 good.
- 12-26-99 Return from Cottage Grove. Stopped for stop at Webster & Lincoln. At approx 5:00 PM. Brakes locked, skidded to stop. Weather good, no wet pavement, no ice, no leaves, no gravel.
- 12-27-99 Tested brakes at all sports parks at 40 mph, bounced & skidded at. Both tests. No ice, no leaves, no gravel, parking lot made mara-dam. Seem to grab more to left, however not left full. When in a left turn the auto will bounce left wheel. Each time you can hear the ABS trying to work but it does not compute.

Log: Clunk - Clunk in Yukon  
12-21-99 4:15 PM

Backed out of driveway, as I started at 0-1 mi hr. = Clunk. No others recorded on 5-6 mi trip to Walmart.

12-22-99 Put into gear to back out of garage. Very loud clunk, seemingly on right side. Idled while making note at 31937 mi.

12-23-99 Backed out of garage, paused to use garage door opener - Clunk. 31980. ~~See~~ See separate notes for 45-55 mi exploration  
Page 7

12-27-99 Paused to put garage door down - clunk! miles past 32,234. Seemed to be coming from rear ~~of~~

12-29-99 Put auto into reverse - clunk even higher moving. miles 32,246. This was within 15 mi's. after I picked up auto at home. Re repair order of 12-29

12-30-99 Drove auto to Plaza Saw (I st). Started motor - slight clunk - seemingly from rear not in gear 32,254 mi

1-2-00 Backed out of church park area clunk 32284

1-3-00 Started engine - (bark) clunk 32288 - definite in rear

1-18-00 Pulled into garage, as I put car into park - clunk 32345

Clunk



- 1-23-00 Returning from Church 4 way 4th St. Stop  
As I pulled away from stop Clunk 10 MPH±  
32384
- 1-28-00 Pulled away from stop. Clunk from 10 MPH±  
32395
- 1-29-00 Backed out of garage Clunk, stopped  
at corner - Clunk 32411



**ROE MOTORS GM**  
 201 N.E. 7th Street / P.O. Box 489  
 Grants Pass, Oregon 97526  
 (541) 476-7701



**SERVICE INVOICE**

SO# 195064 DATE/TIME IN: 12/13/1999 11:14 DATE/TIME OUT: 12/17/1999 15:06  
 SA# 167 DOC COUNT: 1 PAGE: 1



1GKEK13R2TJ753435  
 1996 GMC K YUKON DK GREEN  
 ENGINE: 5.7L V-8 LIC.NO: VEY 136

MILES IN/OUT 31914 / 31915  
 SVC DATE: 8/29/1996

LINE 1 QUICK LUBE  
 TECH COMM: LUBED VEHICLE, CHANGED OIL AND OIL FILTER  
 ANTIFREEZE GOOD TO -35, TIRE PRESSURE AT 35 PSI  
 ADDED 2 OZ OPTIKLEEN

REPAIR 1 LUBE/OIL/FILTER SALE TYPE: CASH - GM \$10.00  
 OPCODE: ZW  
 HRS: .50  
 PRIMARY TECH: Christopher Kellaway  
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25171377 FILTER	N	1	6.500	CASH - GM	\$6.50
NET ITEM: M	5.5 Qts Oil 10W-30				SALE TYPE CASH - GM	\$5.45
LINE TOTAL						\$21.95

LINE 2 CK CAUSE OF FLUID LEAK UNDER FRONT OF VEHICLE. OIL  
 TECH COMM: HAS COLLECTED IN FRONT SKID PLATE PER OWNER-ADVISE  
 FLUID LEAKS AT BOTH FRONT AXLE SEALS LEFT AXEL LOO  
 SE OUT OF DIFF R AND I FRONT DIFF AND REPLACE AXEL  
 SHAFT AND BEARING AND SEALS LEFT SIDE BEARING ON  
 LY  
 50% CUSTOMER 50% WARRANTY SPLIT

*Re repair order dated  
 5-27-08  
 remove roller (O)  
 left front side  
 mi 20036*

