

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 333

Date Received

08-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858184

 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 drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3GKEC18R7VG517115	GMC	YUKON	1997	

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 checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 01100000	Par. Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM STEERING:WHEEL AND COLUMN	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 01-SEP-1999 Mileage at Failure(s) 36000 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
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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)

WHEN DRIVING ON FREEWAY AT 65MH CONSUMER HIT BRAKES BECAUSE VEHICLE IN FRONT STOPPED VERY FAST. UPON APPLYING THE BRAKES, VEHICLE SWERVED FROM SIDE TO SIDE AND LOST CONTROL. STEERING WHEEL WAS SHAKING VERY BADLY. FINALLY CAME TO A STOP. CONTACTED DEALER. THIS HAS HAPPENED BEFORE, BUT THE STEERING WHEEL HAD MOVED UNEXPECTEDLY AT HIGH SPEEDS. *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.



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obst_co
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858184

OWNER INFORMATION (Type or Print)

[Redacted]

595215

Work Number

Home No

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, provide your name and address to the vehicle manufacturer.

YES NO

Signature of Owner

[Redacted]

Date 4/12/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 3GKEC18R7VG517115
 Vehicle Make GMC
 Vehicle Model YUKON
 Vehicle Year 1997
 Current Odometer Reading 37,556

Purchase Date 5/8/97
 Dealer's Name IRVINE GMC
 City IRVINE State CA Zip Code 92618
 Engine Size (CID/CYL) 255HP VERSEL
 No Cylinders 5700 V8
 Turbo
 Diesel
 Gas
 Fuel Injection

Transmission Type Manual Automatic
 Antilock Brakes Yes No
 Restraint System 3-Point Belt Motorbelt
 Driverside Airbag 2-Point Belt
 Passengerside Airbag
 Cruise Control Yes No
 Drive Train Front Rear 4-Wheel
 Vehicle Type Car Sport Utl Truck
 Van Minivan Motorcycle
 Other
 Body Style 2-Door 4-Door
 Stationwagon Pick Up Truck
 Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 01190009
 Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM STEERING:WHEEL AND COLUMN
 Location Left Right Front Rear
 Failed Part(s) Original Replacement

No of Failures
 Date(s) of Failure(s) 01-SEP-1999
 Mileage at Failure(s) 36000
 Vehicle Speed at Failure(s)
 Failed Part(s) Available? Yes No
 NHTSA Previously Contacted? Yes 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 Yes No
 Fire Yes No
 Number of Persons injured 0
 Number of Fatalities 0
 Estimated Property Damage 0
 Reported to Police Yes No

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

WHEN DRIVING ON FREEWAY AT 65MH CONSUMER HIT BRAKES BECAUSE VEHICLE IN FRONT STOPPED VERY FAST. UPON APPLYING THE BRAKES, VEHICLE SWERVED FROM SIDE TO SIDE AND LOST CONTROL. STEERING WHEEL WAS SHAKING VERY BADLY. FINALLY CAME TO A STOP. CONTACTED DEALER. THIS HAS HAPPENED BEFORE, BUT THE STEERING WHEEL HAD MOVED UNEXPECTEDLY AT HIGH SPEEDS. *AK

SEE ATTACHED NARRATIVE

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 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.

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 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.

