



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

Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 436

Date Received

07-FEB-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_lfr \_\_\_\_\_

Reference No.

879987

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>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2GKFK16T01G175362	FIRESTONE	WILDERNESS	1900	

Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <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 Util 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 02700000	Part Name(s) TIRES	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 07-JAN-2001 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

### 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)

TIRES MAKE A RUMBLING SOUND AT 65MPH. CONSUMER HAS A 2001, GMC, YUKON XL. SIZE TIRE P265/7R16. DEALER SAYS CHANGING TIRES WOULD CORRECT PROBLEM. GMC ISN'T AUTHORIZING DEALER TO CHANGE THEM BECAUSE THEY CAN'T SEE A DEFECT. \*AK

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.



DOT Auto Safety Hotline

### Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation

National Highway Traffic Safety Administration

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

### OWNER INFORMATION (Type or Print)

672958

Work Num  
Home Num

879987

Reference No.

Date Received  
07-FEB-2001  
OFFICE

FOR AGENCY USE ONLY 436

Signature of Owner

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
 YES  
 NO

Date 02/17/01

### VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate vehicle or windshield on other's side)

3GKFK16T0G175362

Vehicle Make  
FIRESTONE

Vehicle Model  
WILDERNESS  
(Yukon XL)

Vehicle Year  
1900

Current Odometer Reading  
2,150

Purchase Date  
12-5-00

New  
 Used

Dealer's Name  
Krueger Auto Truck

City/State/Zip  
Laverne, IA 52677

Engine Size  
5.3

Fuel Injection  
 Gas  
 Diesel  
 Turbo

Transmission Type  
 Automatic  
 Manual

Antilock Brakes  
 Yes  
 No

Restraint System  
 3-Point Belt  
 2-Point Belt  
 Driver's Airbag  
 Passenger's Airbag

Cruise Control  
 Yes  
 No

Drive Train  
 Front  
 Rear  
 4-Wheel

Vehicle Type  
 Car  
 Van  
 Minivan  
 Other  
 Sport Utility  
 Truck  
 Motorcycle

Body Style  
 2-Door  
 4-Door  
 Station Wagon  
 Pick Up Truck  
 Other

Component  
02700000

Part Name(s)  
TIRES

Location  
 Front  
 Left  
 Right  
 Rear

Failed Part(s)  
 Original  
 Replacement

No of Failures

Date(s) of Failure(s)  
07-JAN-2001

Mileage at Failure(s)

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

Number of Fatalities

Estimated Property Damage

Reported to Police  
 Yes  
 No

### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

TIRES MAKE A RUMBLING SOUND AT 65MPH. CONSUMER HAS A 2001 GMC YUKON XL. SIZE TIRE P265/R16. DEALER SAYS CHANGING TIRES WOULD CORRECT PROBLEM. GMC ISN'T AUTHORIZING DEALER TO CHANGE THEM BECAUSE THEY CAN'T SEE A DEFECT. \*AK

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 Administration... whether a manufacturer should take appropriate action to correct a safety defect... 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. \*

D	O	T	8	X	7	2	W	L	2	MANUFACTURER/TIRE NAME Firestone Wilderness LE	SIZE 265/70/16
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\* 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)

On 12-5-00 we purchased our GMC Yukon XL from Krueger Auto & Truck Villa in Waverly, IA. I contacted the dealer's service manager Tom Fober shortly after the purchase with a complaint of a rumbling sound/vibration that sounds like the transfer case is loose. I determined that the noise was coming from the tires. I contacted GMC's Customer Service and spoke with Doug Smith. This was all explained to Mr. Smith and he said he would contact me the following Friday. I was contacted by Tom Fober from Krueger Auto and he said that Doug Smith and him agreed the tires needed to be replaced. Mr. Smith told Mr. Fober he would contact Jessica Solomon (Area service manager) to get approval to do this. I was later contacted by Mr. Smith stating that Ms. Solomon wouldn't approve this unless they could see a defect in the tires. These tires have been on a recall from a tire in the model year. I feel these tires are not safe do the the noise and do not want to wait until they blow out with my family in it and deal with a injury or death. I feel GMC should have someone that understands this - ~~four at it~~

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 400 Seventh St., S.W.  
 Washington, D.C. 20580  
 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  
 Information Management Staff NSA-10.01  
 400 7th Street, SW  
 Washington, DC 20590



CHRYSLER  
PLYMOUTH  
DODGE

**KRUEGER**  
AUTO & TRUCK VILLA, INC.

HIGHWAY 218 N.W.  
WAVERLY, IOWA 50677  
PHONE 319-352-3844

**GMC**

TRUCKS  
PICK-UPS  
VANS

In concern to Dan Pickett's 2001 GMC Yukon XL,

This vehicle has a rumbling noise at highway speeds, that sounds like a tire noise transferring to body. Customer called customer assistance and spoke with Doug Smith. Doug Smith called dealer and reviewed problem. We both agreed that this was a tire problem and Doug would contact area service manager.

Area service manager, Jessica Solomon, spoke with myself and decided that if there was not a material defect in the tires, they would not be replaced.

We did have a case at the dealership with a 1999 Yukon SLT with the same problem and we changed tires with a vehicle on the lot to see if it would correct the noise, and it did.

Dan Pickett's 2001 GMC Yukon does not fall under the Firestone safety campaign at this time.

Krueger Auto & Truck Villa, Inc.

Thomas Fober  
Service Manager

## Narrative (Continued)

Mr. Faber stated he had another vehicle with the same problem and when they changed the tires the noise was gone. Mr. Faber contacted the service manager Brad Reeves from Jerry Roling Chevrolet and Mr. Reeves stated they have had the same problem with another vehicle and he contacted his Area Service Manager. The area Service Manager authorized to replace the tires and this corrected the rumble and vibration.

Krueger Auto was advised by me that if ~~the~~ the changing of the tires didn't correct the problem I would pay to change them back to the original tires so that GMC wouldn't be out of anything. This option wasn't even considered. I was told by Doug Smith from GMC that Jessica Solomon decision was final. I can't believe when your dealing with safety this could even possibly happen.

Please contact me at my home [REDACTED]

[REDACTED] or my cell number [REDACTED]  
if you have any further questions.

Thanks  
[REDACTED]