

Record Detail (CONFIDENTIAL)

Date Loaded	2/28/2025
State	Vermont
Model Year	2024
VIN	[REDACTED]
Problem Count	7
Any Verb	Y
Date Surveyed	2/27/2025
Miles	
Customer Care	Y
Recontact Phone	Y
Rec Brand	0
Add Replace	Replaced
Age	
Body	Wagon
Country	United States
Date Built	9/23/2024 12:00:00 AM
Date Sold	12/11/2024 12:00:00 AM
Date Surveyed Year	2025
Doors	5
Drive-City	N
Drive-Highway	N
Drive-Rural	Y
Drive-Towing	N
Engine Disp	6.2
First New	N
Gender	[REDACTED]
Kilometers	
KPL	
Line Series	1500
MPG	
Phone Brand	Apple
Phone Carrier	AT+T
Phone Model	Apple iPhone 15 Pro Max
Plant	Arlington
Published	0
Rec Model	0
Recontact Email	Y
Replaced Brand	Chevrolet
Respondent Number	[REDACTED]
RPO-Brakes	J61-POWER, FRT & RR DISC, ABS, 17"
RPO-Engine Desc	L87-GAS, 8 CYL, V8, 6.2L, DI , AFM, ALUM, GEN 5
RPO-HVAC System	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
RPO-Infotainment Display	UIM-NORMALLY BLACK COLOR (TFT), 10.2", FHD 1920X1080P
RPO-Infotainment System	
RPO-Seat	A50-FRT BKT
RPO-Suspension System	
RPO-Transmission Desc	MHS-AUTO 10 SPD, 10L80, GRX, GEN 2, VAR1, ATSS, ETRS
RPO-Trim Seat	
Trans Type	Automatic/ASM/CVT
Wheel Drive	4X4

Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Engine Runs, Then Dies/Stalls - While driving	Engine Runs, Then Dies/Stalls	Global Performance Integration	Global Engine Calibration	EN-ECM/PCM Reprogram	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Conditions When You Experience Problem - Driving at High Speeds Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Fuel In Tank - Gasoline	Vehicle could not be driven after it stalled, would not stay running	
Warning Lights/Messages/Chimes - Check engine	Engine Diagnostics Warning Lights/Chimes	Global Performance Integration	Global Engine Calibration	EW-Engine Calibration Diagnostics	Q:Bothersome Rating - 1 A minor annoyance Q:Check Engine Light Problem Resolved - Other	After the vehicle stalled at 40 mph, The dash was flashing 'Restart engine'	
Engine Starting - Turns over too long before starting	Engine Cranks Too Long Before Starting	Global Performance Integration	Global Engine Calibration	EX-Ignition & ESC	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Fuel In Tank - Gasoline	After the vehicle stalled while driving, it had to sit a few minutes before it would turn over	
Auto Trans Shift While Driving - Shifting is rough/not smooth	Auto Trans-Shifts Roughly-Normal Driving	Global Performance Integration	Global Transmission Calibration	TB-Controls	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Occur When Accel/Decel - When accelerating Q:Bothersome Rating - 4	The shifting was a little rough for the week leading up to this event. Most people probably wouldn't have even noticed it	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
A/T Unusual Trans Noise - While driving	Abnormal Transmission Noises	Global Performance Integration	Global Transmission Calibration	TP- Transmission Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Occur When Accel/Decel - All the time Q:Type of Roads When Problem Occurred - Smooth or Paved Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It went from a rattle to a banging to a squealing	
A/T Unusual Trans Noise - While shifting	Abnormal Transmission Noises	Global Performance Integration	Global Transmission Calibration	TP- Transmission Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Occur When Accel/Decel - When accelerating Q:Type of Roads When Problem Occurred - Smooth or Paved Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Shifting Status - Upshifting Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It went from a rattle to a banging to a squealing	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
A/T Unusual Trans Noise - While starting/accel. from a stop	Abnormal Transmission Noises	Global Performance Integration	Global Transmission Calibration	TP-Transmission Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Occur When Accel/Decel - When accelerating Q:Type of Roads When Problem Occurred - Smooth or Paved Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It went from a rattle to a banging to a squealing	
Engine Starting - Does not turn over when trying to start	Engine Starting- Other/Unspecified	Propulsion Systems	Propulsion Systems - Engine	EQ-Engine Diagnostics	Q:Problem Occurs At Below 20F/-5C Q:Vehicle Temp When Problem Occurs - Does not matter Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Fuel In Tank - Gasoline	After the vehicle stalled while driving, it had to sit a few minutes before it would turn over	
Engine Starting - other	Engine Starting- Other/Unspecified	Propulsion Systems	Propulsion Systems - Engine	EQ-Engine Diagnostics	Q:Problem Occurs At Below 20F/-5C Q:Vehicle Temp When Problem Occurs - Car is warm Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Fuel In Tank - Gasoline	After the vehicle stalled while driving, it had to sit a few minutes before it would turn over	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Engine Starting - Turns over but does not start	Engine Starting- Other/Unspecified	Propulsion Systems	Propulsion Systems - Engine	EQ-Engine Diagnostics	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Fuel In Tank - Gasoline	After the vehicle stalled while driving, it had to sit a few minutes before it would turn over	
Unusual Engine Noise/Vibrations - 1st startup of the day	Abnormal Engine Noises	Propulsion Systems	Propulsion Systems - Engine	ER-Engine Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It started with a rattle	
Unusual Engine Noise/Vibrations - At steady speeds	Abnormal Engine Noises	Propulsion Systems	Propulsion Systems - Engine	ER-Engine Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It started with a rattle	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Unusual Engine Noise/Vibrations - Other startups	Abnormal Engine Noises	Propulsion Systems	Propulsion Systems - Engine	ER-Engine Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It started with a rattle	
Unusual Engine Noise/Vibrations - While accelerating	Abnormal Engine Noises	Propulsion Systems	Propulsion Systems - Engine	ER-Engine Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It started with a rattle	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Unusual Engine Noise/Vibrations - While decelerating	Abnormal Engine Noises	Propulsion Systems	Propulsion Systems - Engine	ER-Engine Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Problem Occurs Window Location - Window up Q:Vibration or Shudder - No	It started with a rattle	
Unusual Engine Noise/Vibrations - While idling	Abnormal Engine Noises	Propulsion Systems	Propulsion Systems - Engine	ER-Engine Unassigned	Q:Problem Occurs At Below 20F/-5C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking Q:Vibration or Shudder - No	It started with a rattle	

Performance Attributes

Attribute	Rating	Perf Att Verb English	Perf Att Verb Native
Attractiveness of interior	9		
Audio/entertainment system	9		
Condition of vehicle upon delivery	9		
Driver Assistance Features	9		
Ease of getting into and out of the vehicle	9		
Fuel economy/Range	9		
Heater, ventilation and air conditioner	9		
Interior quietness	9		
Level of technology and innovation	9		
Maneuverability in traffic and tight spaces	8		

Attribute	Rating	Perf Att Verb English	Perf Att Verb Native
Power and acceleration	9		
Seat comfort	9		
Storage for large and personal items	9		
Transmission smoothness when shifting	2	Wasn't smooth	
Value for the money	1		
Vehicle feels solidly built	1	The vehicle	Left me stranded on the side of the road
Vehicle ground clearance	9		
Vehicle Overall (TopMind)	1		
Vehicle quality (overall)	1		
Visibility for driver	9		

Other Comments

Verb Question	oth verb english	oth verb native
Like Most About Vehicle	The seat	
Reason for Brand Score	My Yukon had under 1,700 miles when the engine blew. I was traveling at 40mph at 9pm at night with my child, it was -18 (yes, 18 below zero Fahrenheit) in rural Vermont, when the engine started making a horrible noise. The engine then stalled, the headlights went out and dash was flashing in red 'restart engine'. I was just entering some S curves on the road. This is the most unsafe vehicle I have ever driven. Had I been a young driver, my child and I would not have made it out of this alive.	
Suggestions to Improve Vehicle	Trade out my NEW Yukon for another NEW Yukon that has all bugs repaired. I need a reliable vehicle. This is the most expensive vehicle I have ever purchased, and it's the very first vehicle that has ever left me stranded on the side of the road. I have owned vehicles for almost 30 years.	