



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

Repository

13-SEP-2004 8:56 AM

Reference No.  
10091896

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LIVERMORE State: CA Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening 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 NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date: 9/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKFK16R7T1 [Redacted]  
Make: GMC Model: SUBURBAN Model Year: 1996  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: \_\_\_\_\_ Engine: No. Cylinders: 6 Fuel Type: Gas  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type: AUTOMATIC Antilock Brakes:  Cruise Control:  Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 191000 TIRES:TREAD/BELT  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-SEP-2004 Failure Mileage: 58,007 Failure Speed: 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FIRESTONE Tire Model (Name or Number): STEELTEX Tire Size (Example P215/55R15): 275-75 R16  
DOT No. (Example: B0TMA1SABC096): W21 S4B096 Original Equipment:  Prior Repair:  Failure Location: I-5 Near Sacramento Exit  
Tire Component Code: 191000 TIRES:TREAD/BELT Tire Failure Type: Tread separation

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 70 MPH REAR DRIVERS SIDE TIRE TREAD SEPARATED AND BLEW UP. AS RESULT, IT DAMAGED THE UNDERNEATH OF THE VEHICLE. FIRESTONE, MODEL STEELTEX, 275

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices ATTACH ADDITIONAL SHEETS IF NECESSARY  
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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Job Number:

CROWN CHEVROLET CADILLAC OLDS ISUZU  
License #:BAR\$AA2466N  
7544 Dublin Blvd  
Dublin, CA 94568  
(925)828-6500 Fax: (925)828-4174

PRELIMINARY ESTIMATE

Written By: MATT MCDERMOTT  
Adjuster:

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED]  
LIVERMORE, CA  
Day: [REDACTED]

Claim #  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact: B. Left Qtr Post (

Inspect  
Location:

Insurance  
Company:

Days to Repair

1996 GMC K1500 4X4 SUBURBAN SLT 8-5.7L-FI 4D UTV GREEN Int:  
VIN: 1GKFK16R7TJ [REDACTED] Lic: [REDACTED] CA Prod Date: 02/1996 Odometer: 58908  
Air Conditioning Rear Defogger Tilt Wheel  
Cruise Control Intermittent Wipers Keyless Entry  
Body Side Moldings Dual Mirrors Privacy Glass  
Roof Console Luggage/Roof Rack Clear Coat Paint  
Power Steering Power Brakes Power Windows  
Power Locks Power Driver Seat Power Mirrors  
Anti-Lock Brakes (4) Driver Air Bag 4 Wheel Disc Brakes  
Leather Seats Hiback Bucket Seats Recline/Lounge Seats  
Rear Step Bumper Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		QUARTER PANEL				
2*	Rpr	LT Inner wheelhouse w/o tool tray			2.0	
3	Repl	LT Flare	1	246.03	1.7	0.8
4		Add for Clear Coat				0.2
5	Repl	LT Inner panel lower	1	63.22	1.5	
6		FUEL SYSTEM				
7*	R&I	Housing			0.5	
8	Repl	Filler neck w/o 6.5 liter diesel	1	35.14	0.8 M	
9		WHEELS				
10	R&I	LT/Rear R&I wheel			0.1	
11#		UNDERCOAT	1	15.00	T	
Subtotals ==>				359.39	6.6	1.0

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**PRELIMINARY ESTIMATE**

1996 GMC K1500 4X4 SUBURBAN SLT 8-5.7L-FI 4D UTV GREEN Int:

Parts		344.39
Body Labor	5.8 hrs @ \$ 70.00/hr	406.00
Paint Labor	1.0 hrs @ \$ 70.00/hr	70.00
Mechanical Labor	0.8 hrs @ \$ 95.00/hr	76.00
Paint Supplies	1.0 hrs @ \$ 29.00/hr	29.00
Sublet/Misc.		15.00
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SUBTOTAL		\$ 940.39
Sales Tax	\$ 388.39 @ 8.7500%	33.98
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GRAND TOTAL		\$ 974.37
ADJUSTMENTS:		
Deductible		0.00
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CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 974.37

NOTE: MATERIALS INCLUDE ALL BUT NOT LIMITED TO SANDPAPER, MASKING TAPE, MASKING PAPER, PAINT REDUCER, PAINT, PRIMER SEALER, THINNER, PLASTIC, ACTIVATORS, COMPOUNDS, GLAZES, WAX AND GREASE REMOVERS.

PARTS PRICES ARE SUBJECT TO INVOICE.

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:

ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: MOTOR ABBREVIATIONS/SYMBOLS: D-DISCONTINUED PART A-APPROXIMATE PRICE LABOR TYPES: B-BODY LABOR D-DIAGNOSTIC E-ELECTRICAL F-FRAME G-GLASS M-MECHANICAL P-PAINT LABOR S-STRUCTURAL T-TAXED MISCELLANEOUS X-NON TAXED MISCELLANEOUS PATHWAYS: ADJ-ADJACENT ALGN-ALIGN A/M-AFTERMARKET BLND-BLEND CAPA-CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R-DISCONNECT AND RECONNECT EST-ESTIMATE EXT. PRICE-UNIT PRICE MULTIPLIED BY THE QUANTITY INCL-INCLUDED MISC-MISCELLANEOUS NAGS-NATIONAL AUTO GLASS SPECIFICATIONS NON-ADJ-NON ADJACENT O/H-OVERHAUL OP-OPERATION NO-LINE NUMBER QTY-QUANTITY QUAL RECY-QUALITY RECYCLED PART QUAL REPL-QUALITY REPLACEMENT PART COMP REPL PARTS-COMPETITIVE REPLACEMENT PARTS RECOND-RECONDITION REFN-REFINISH REPL-REPLACE R&I-REMOVE AND INSTALL R&R-REMOVE AND REPLACE RPR-REPAIR RT-RIGHT SECT-SECTION SUBL-SUBLET LT-LEFT W/O-WITHOUT W/\_-WITH/\_ SYMBOLS: #-MANUAL LINE ENTRY \*-OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] \*\*=DATABASE LINE WITH AFTERMARKET N-NOTES ATTACHED TO LINE. MQVP-MANUFACTURER'S QUALIFICATION AND VALIDATION PROGRAM.

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**PRELIMINARY ESTIMATE**

1996 GMC K1500 4X4 SUBURBAN SLT 8-5.7L-FI 4D UTV GREEN Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GA92 Database Date 09/2004, CCC Data Date 09/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (-) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

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THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).