 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received JUL - 8 2011 01-OCT-2007 Repository <input type="checkbox"/> Reference No. 10204559	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
BERWYN	PA		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date <u>6/29/11</u>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
3GNFK16Z02G		CHEVROLET	SUBURBAN
Model Year		Engine:	Fuel Type:
2002		No: Cylinders 8	Gas
Date Purchased	Dealer's Name and Telephone Number		
01-FEB-05			
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	4 WHEEL DRIVE	010000 STEERING
			Multiple Failure: 1
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s)	Failure Mileage	Failure Speed	
29-AUG-2007	74000	5	POWER STEERING PUMP
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code		Tire Failure Type	
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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
			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).			
TL*THE CONTACT OWNS A 2002 CHEVROLET SUBURBAN. WHILE BACKING OUT OF THE DRIVEWAY AT LESS THAN 5 MPH, THE STEERING WHEEL LOCKED. THE CONTACT CALLED THE DEALER AND WAS ADVISED TO HAVE THE VEHICLE TOWED TO THE SHOP. HE STATED THAT THE FAILURE WAS NOT THE POWER STEERING BECAUSE HE COULD NOT TURN THE WHEEL AT ALL TO DRIVE THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 74,000. 2) POWER STEERING PUMP SHAFT BROKE 3) CAR TOWED TO DEALER AND REPAIRED (BILL ATTACHED) w/REPLACEMENT PART. DEFECTIVE PART IS AVAILABLE IN MY POSSESSION			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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.			



Del Chevrolet, Inc.
1644 LANCASTER AVENUE
PAOLI, PA 19301
(610) 647-9440
www.delchevrolet.com



DEL TOYOTA, INC.
2945 E. LINCOLN HIGHWAY
THORNDALE, PA 19372
(610) 383-6200



NORRISTOWN FORD
RIDGE PIKE & TROOPER RD.
NORRISTOWN, PA 19404
(610) 539-5400

CUSTOMER NO. 36144	ADVISOR ROBERT J HAAS	TAG NO. 9097	INVOICE DATE 10/02/07	INVOICE NO. CTCS164523
BERWYN, PA	LABOR RATE 84.00	MILEAGE 76,300	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/SPORT UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3GNFK16Z02G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/01/07	REPRINT# 1
BUSINESS PHONE	COMMENTS			MO: 76305

LABOR & PARTS
J# 1 03CVZ STEERING HOURS: TECH(S):9080 210.00
OWNER REPORTS THEY HAVE NO POWER STEERING ASSIST; CHECK AND REPORT!
BROKEN POWER STEERING PUMP SHAFT
REPLACE THE POWER STEERING PUMP WITH A/C DELCO REMANUFACTURED PUMP. TRANSFER PULLEY AND BLEED AIR FROM POWER STEERING HYDRAULIC SYSTEM. ROAD TESTED OK. CUSTOMER REQUESTED PUMP THAT WAS REMOVED FROM HIS VEHICLE AND AGREED TO PAY FOR THE CORE WHICH MUST BE RETURNED BY 11-02-07 FOR CREDIT. *Core charge is \$700 + Tax (B)*

SERVICE DEPARTMENT HOURS:
Mon., Wed., Fri. 7:30 a.m. - 6:00 p.m.
Tués. & Thur. 7:30 a.m. - 8:00 p.m.
Saturday 8:00 a.m. - 4:00 p.m.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	88990482	PUMP REM 6.605	167.78	167.78
JOB # 1	1	89020661	FLUID 8.800	8.56	8.56
JOB # 1 TOTAL PARTS					176.34
JOB # 1 TOTAL LABOR & PARTS					386.34

YOUR STATE INSPECTION IS DUE / /

J# 2+22CVZ AIR CONDITIONING HOURS: TECH(S):9080 33.60
RECOMMEND AIR CONDITIONER BELT REPLACEMENT WORN BELT
REPLACE THE AIR CONDITIONER BELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12576447	BELT 1.066	26.35	26.35
JOB # 2 TOTAL PARTS					26.35
JOB # 2 TOTAL LABOR & PARTS					59.95

LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF: TOYOTA: 12 MONTHS/UNLIMITED MILEAGE. HYUNDAI & OTHER: 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

TECHNICIAN CERTIFICATION
9080 THEODORE FERRANT 9080

TOTALS
**** CUSTOMER PAYMENT METHOD **** PLEASE CHECK ONE *****
* CHARGE [] CASH [] CHECK [] CHK # *
* VISA [] M/C [] AMEX [] DISCOVER [] *
* GMPP CARD [] CARTE BLANCHE [] DINERS CLUB [] *
* RECEIVED BY AUTH # EXP 3/10 *
TOTAL LABOR.... 243.60
TOTAL PARTS.... 202.69
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 26.78
TOTAL INVOICE \$ 473.07

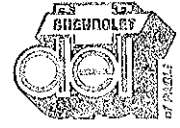
THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

***** DEL CHEVROLET, INC. FEDERAL TAX ID# 23-1976175 *****

VISIT US ON THE WEB
WWW.DELAUTOGROUP.COM
OPEN 24/7

CUSTOMER SIGNATURE

Thank You, We appreciate your business!



1644 LANCASTER AVENUE
PAOLI, PA 19301
(610) 647-9440
www.delchevrolet.com

Reynolds and Reynolds, EPAINTS:HE, COBIBSE:Q (09/03)

Thank You, We appreciate your business!