


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148
	Date Received APR 16 2010 23-NOV-2007	Repository <input type="checkbox"/> Reference No. 10209758
OWNER INFORMATION (Type or Print)		
Name Address City RIO ALTO State CA Zip Code	Daytime Telephone Number Evening Telephone Number	E-mail Address
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 address to the vehicle manufacturer, NHTSA will not provide a copy of this report to the manufacturer. Signature of Owner _____ Date 04/10/10		
VEHICLE INFORMATION		
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNEC13T5YJ	Make CHEVROLET	Model TAHOE Model Year 1997 2000
Date Purchased 11-SEP-07	Dealer's Name and Telephone Number CALIFORNIA AUTO SPECIALIST 909-825-3911 (INC.)	Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City COLTON	State CA Zip Code 92324
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain UNKNOWN Vehicle Component Code 020000 SUSPENSION Multiple Failure: 1
FAILED COMPONENT(S)/PART(S) INFORMATION		
Incident Date(s) 20-NOV-2007	Failure Mileage 77000	Failure Speed 25 LOWER A-ARM (AFTERMARKET) SHOCKS NOT FOR S.U.V
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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: DALLAS AND FOOT HILL BLVD
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0
		Number of Deaths 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 1997 CHEVROLET TAHOE. WHILE DRIVING 25 MPH, THE VEHICLE DROVE OVER A DIP IN THE ROAD AND THE FRONT END COLLAPSED. THE FRONT END WAS CUSTOMIZED WITH AN AFTERMARKET PART. THE MECHANIC STATED THAT THE A ARM FAILED. THE POWERTRAIN WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 77,000.		
FILED COMPLAINTS WITH B.A.R B.A.R AND DEPT. OF INS. PLEASE SEND ME MORE INFO ABOUT DATE THIS OCCUR BECAUSE NO WORK ORDER WAS GIVEN FOR REPAIR AND THIS IS THE ONLY RECORD OF THAT INCIDENT. 04/10/10		
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.		

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

NEVER FILED THIS COMPLAINT BECAUSE DEALERSHIP AGREED TO REPAIR, TOOK ME ALMOST A YEAR TO FIND OUT REPAIRS WERE INCOMPLETE, SHOCKS DID NOT FIT (WERE NOT DESIGNED FOR SUV) A-ARM SNAP WAS RESULT OF CORRODED DAMAGE SAID TO BE UNSAFE FOR TRUCK DUE TO EXISTING CRACK. I WAS TOLD SAFE FOR FAMILY USE, THAT NO MODIFICATION WAS DONE TO VEHICLE. TOLD BY SEARS TECH. THAT, "DRIVING THAT TRUCK COULD HAVE KILLED MY WHOLE FAMILY". DEALERSHIP HAS MOVED AND TOLD BY "MIKE" (SAID TO BE OWNER AT TIME OF SALE) "NO ONE TO COMPLAIN TO" HE THEN HUNG UP ON ME.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

SN BERNARDINO CA 92301
05 APR 2010 PM 5 L

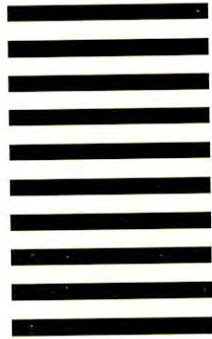
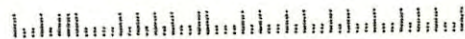
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

2059050303



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



LTL AUTOMOTIVE LLC
280 KING ST.
NORTHAMPTON MA 01060

SOLD TO
ADDRESS

LUDLOW MA

H: [REDACTED]
W: [REDACTED]
CUST#: NONE

SALESMAN: SHAWN GERVAIS

MAKE - YEAR	MODEL	NEW OR USED	SERIAL NO.	KEY NO.
TOYOTA 2007	COROLLA	N	2T1BR32E770 [REDACTED]	57604

COLOR: GREEN CACTUS MI MILES: 18

OPTIONAL EQUIPMENT AND ACCESSORIES

USED CAR ALLOWANCE \$ 4195.00

NET USED CAR ALLOWANCE \$ 4195.00

ANNUAL PERCENTAGE RATE NONE % FINANCED BY:

USED CAR TRADED			
YEAR	MAKE	MODEL	SERIAL NO.
1995	TOYOTA	CAMRY	4T1SK12E0SU [REDACTED]
BODY COLOR	GOLD		MILES: 81572

DATE	INVOICE NO.	STOCK NO.
11/14/06	05334 *	074505
SOURCE	10(0) 12(0) 20(0)	SALESMAN NUMBER
		C 8 8 5 4
DESCRIPTION		SALE
P R I C E	NEW CAR - RETAIL	17195.00
	USED CAR - RETAIL	
O F C A R	MA. SALES TAX	650.00
	OTHER SALES TAX	
	FED. LUXURY TAX	
	EXT. SERVICE CONTRACT	
	LICENSE & TITLE	65.00
	DEALER CONVEYANCE FEE	199.00
	INSPECTION FEE	29.00
	TITLE PREP FEE	5.00
TOTAL CASH PRICE		18143.00
VSI		
FINANCING		
LIFE INSURANCE		
ACCIDENT & HEALTH INSURANCE		
TOTAL TIME PRICE		
S E T T L E M E N T	DEPOSIT	500.00
	CASH ON DELIVERY	NONE
	USED CAR ALLOWANCE	
	PAYMENTS	
	MONTHS	
	DOLLARS	
	@ 13448.00 PER MONTH	
TOTAL		18143.00

*Always Bring Your
Car Here For
Factory Authorized
Service U1700*

NOTICE
Title to this vehicle does not pass to the purchaser until the funds from the check used in payment are collected by our bank.