



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  
2008 APR 16 AM 7:35  
20-MAR-2008

Repository   
Reference No.  
10221897

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City ATLANTA State GA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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 \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED]  
Make PONTIAC Model GRAND AM Model Year 1998  
Date Purchased 01-FEB-04 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 4 Fuel Type: Gas  
Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-SEP-2007 Failure Mileage 100000 Failure Speed 65

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM19ABC036) [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 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 1998 PONTIAC GRAND AM. THE CONTACT INSTALLED A FLUSH AND SEAL TUBE IN THE VEHICLE THAT ALLOWS ANTIFREEZE TO PENETRATE FASTER. SINCE THAT TIME, THE ENGINE HAS FAILED TWICE. THE ENGINE STALLED DURING THE SECOND FAILURE WHILE DRIVING 65 MPH. THE CONTACT PULLED OVER AND THE VEHICLE WAS TOWED TO THE MECHANIC. THE MECHANIC STATED THAT THE FLUSH AND SEAL TUBE CRACKED AND ANTIFREEZE LEAKED INTO THE ENGINE. THE ENGINE WAS REPLACED FOR THE SECOND TIME. THE CONTACT NOTIFIED THE MANUFACTURER OF THE FAILURE. THE VIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 180,000 AND FAILURE MILEAGE WAS 100,000.

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 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)**

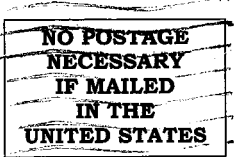
I WAS ALMOST KILLED IN AN ACCIDENT WHEN MY CAR TURED OFF, IN THE MIDDLE OF TRAFFIC AT ABOUT 65 MPH ON THE FREEWAY. A PART NAMED THE FLUSH AND FILL TUBE SOLD TO CUSTOMERS, WILL BREAK OR CRACK AND ALL THE WATER WILL LEAVE THE ENGINE CAUSING THE CAR OR TRUCK TO TURN OFF AND PERMANTIY DAMAGING THE ENGINE THIS PART IS SOLD WITHOUT ANY WARNINGS BY THE AUTO ZONE STORES. THERE ARE SIMILAR PARTS MADE FROM THE SAME MATERIA THAT HAVE WARNING LABLES. I DECOVERED THIS INFORMATION AT A LATER DATE. ATTACH ADDITIONAL SHEETS IF NECESSARY SOME STORES HAVE STOPED SELLING THIS PART WITHOUT WARNING LABLES THE STORE AT, 689. CASCADE, RD. SELLS IT.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382



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**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**

**NHTSA**  
www.nhtsa.gov

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



123 South Front Street, Memphis, TN 38103-3607

Stephanie Mason  
Dept. 8029  
P.O. BOX 2198  
Memphis, TN 38101-2198  
PHONE: (901) 495-7236  
FAX: (901) 495-8550  
EMAIL: [stephanie.mason@autozone.com](mailto:stephanie.mason@autozone.com)

**VIA FIRST CLASS MAIL**

November 28, 2007

[REDACTED]  
Atlanta, GA [REDACTED]

Re: Flush and Fill Tube

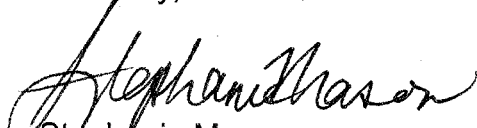
Dear [REDACTED]

I am in receipt of the broken Flush and Fill Tube part and your letter dated November 7, 2007. I understood by reading your hand-written note attached to your letter that you are experiencing a conflict with your schedule which has not allowed you to return to the store as instructed in my letter dated October 24, 2007. Again, in an effort to resolve this matter, I have moved forward by sending your broken Flush and Fill Tube and letter to our Claims Department.

As mentioned in my letter dated October 24, 2007; once your claim is submitted, the broken part will be forwarded to the manufacturer for testing. Our Claims Department will correspond with you directly in the near future regarding the result of the test. Please allow our Claims Department to ship the broken Flush and Fill Tube to the manufacturer and allow the manufacturer time to test and respond to your issue. This entire process normally takes 4 to 6 weeks to complete.

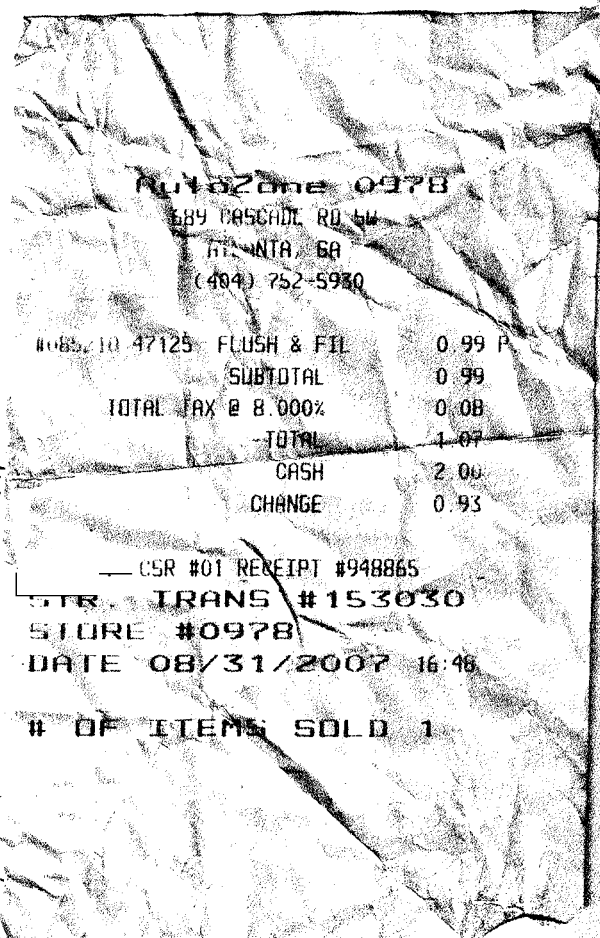
Again, I will like to assure you that AutoZone will cooperate and be forthcoming in an effort to bring this matter to a resolution.

Sincerely,

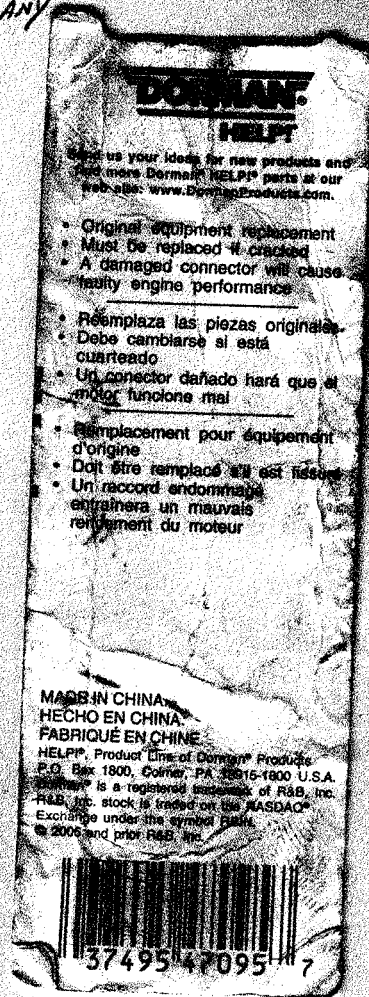
  
Stephanie Mason  
Litigation Paralegal

[REDACTED]  
[REDACTED]  
[REDACTED] or  
[REDACTED]

I discovered At A later date THAT BOTH PARTS ARE Produced by The SAME COMPANY

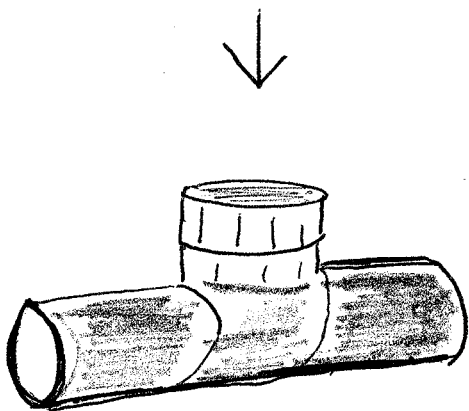


the buyer AND seller IS AutoZone Stores,



The producer IS Dorman products

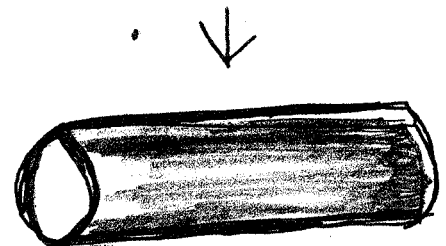
This part is sold without a label.



The part without a label. Some AutoZone stores have pulled this part from the shelves.

This part is sold with a label.

Notice the warning above.



The same parts are made from the same material and is sold and produced by the same company.

Both parts have the same function, water flows through them.



"Marty Sievers"  
<MSievers@dormanproducts.com>

01/28/2008 01:26 PM

To <larry.arthur@autozone.com>

cc

bcc

Subject LC #775336

here is the test report on the claim. As you can see the failure was attributed to overtightening and excessive heat (engine overheated). Based on these two findings, the claim has been denied. Please call me with any questions you may have. Thanks.

I have reviewed the returned part, part number 47153, radiator flush tee, that was returned as a labor claim.

The claim documentation states that the tee broke off at one side of the hose connection resulting in a sudden loss of coolant and subsequent engine damage.

I have visually examined and dimensionally checked the returned part to the drawing. The returned part was fractured approximately 13 mm from one side of the hose connection. The other side was intact at the hose connection. The fractured section shows significant distortion and is out of round relative to the normal condition of the part. The part does not show any evidence of being manufactured incorrectly and is also dimensionally correct to the drawing. There are several witness marks visible on opposite sides of the origin of the fracture. The failure occurred at a point between the 3/4 inch threaded inlet and the lip that provides a secure connection to the hose. In other words, the failure appears to have originated at the point of contact with the hose clamp that was used to secure the tee to the coolant line. Inspection records confirmed that the part was produced from the material specified in the drawing. The part appears to have been manufactured correctly. The returned part appears to have been in service for some length of time.

Based on the visual and dimensional inspection of this part, I believe that the part was designed and manufactured correctly. The root cause of the failure appears to be compressive failure due to excessive tightening of the hose clamp used to secure the coolant line. The witness marks on the body of the tee and the distortion of the tee at the hose connections support this. Excessive heat may also have contributed to the failure. The distortion seen in the returned part is consistent with that seen with overheating.

Bruce Volz

Product Quality Manager

R&B Inc.



*A label would have prevented this problem. WARNING labels is everything*

**Marty Sievers**  
**Master ASE Certified Automotive Technician**  
**Engineering Services**  
**Phone 215-712-5349**  
**Fax 215-712-5380**



Print - Close Window

**Date:** Thu, 31 Jan 2008 13:49:50 -0800 (PST)

**From:** [REDACTED]

**Subject:** Claim# [REDACTED]

**To:** larry.arthur@autozone.com

Dear Sir/Madam:

I have read the correspondence, but there is no information regarding the facts. The radiator fill tube is sold without any instructions or directions.

I feel that Autozone and Dorman products are at fault. There are label laws that have been violated. I feel that the claim should be granted because Autozone sells the product in an open box and without a label.

I am asking for reconsideration or I will settle for a judicial decision no later than March 2008.

Regards,

[REDACTED]

*With Kindest Regards,*

[REDACTED]

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