



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

Repository ☐

Reference No.

10230817

2008 JUL -3 JUN 11 08:44

OWNER INFORMATION (Type or Print)

Name

Address

City

PORT HUENEME

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NH
in the absence of an
Signature of Owner

Manufacturer of your vehicle? ☒ YES ☒ NO
name or address to the vehicle manufacturer.

Date 6/19/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3GNEC16T810

Make

CHEVROLET

Model

SUBURBAN

Model Year

2001

Date Purchased

Sept. 30-2003

Dealer's Name and Telephone Number

CARS 101 (805) 604-9400 / Fax (805) 604-9238

Engine:

No: Cylinders 8

Fuel Type:

Gasoline

Original Owner

☐

Dealer's City

Used Vehicle
Purchased Sept-20-2003

State

CA

Zip Code

93030

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

036100 SERVICE BRAKES, HYDRAULIC; ANTILOCK; CONTROL UNIT/M

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JAN-2004

Failure Mileage

60000

Failure Speed

35

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)

☐ Original Equipment

☐ Prior Repair

Failure Location:

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

☐ 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 2001 CHEVROLET SUBURBAN. WHILE DRIVING 35 MPH IN THE RAIN, THE ABS LIGHT ILLUMINATED. WHEN THE CONTACT TURNED OFF THE ENGINE, IT MADE A HUMMING SOUND. HE DISCONNECTED THE MODULE AND THE HUMMING STOPPED. THE CONTACT TOOK THE VEHICLE TO THE DEALER THE FOLLOWING DAY AND THEY REPLACED THE MODULE UNDER WARRANTY. THREE YEARS LATER, THE FAILURE RECURRED. HE PURCHASED THE THIRD MODULE AND HAD IT REPLACED BY A LOCAL MECHANIC. THREE WEEKS AGO, THE CONTACT NOTICED THAT THE TURN SIGNALS ON HIS VEHICLE WERE INTERMITTENTLY ILLUMINATING. AS OF JUNE 12, 2008, THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 60,000 AND CURRENT MILEAGE WAS 80,000.

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 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)

*Record to the failure of ABS Module in my Vehicle
Chevrolet Truck/Suburban 1500/4. First failure during a rain storm
the second failure was after 3 to 4 day from having my engine
clean. At present my turn signals are intermittently
illuminating*

P.S. The last A.B.S Module was Purchased direct from. Factory

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

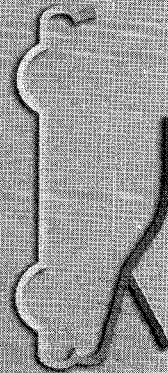
WASHINGTON, DC

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**



**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



ABC AUTOCARE

4745 Market St.

VENTURA, CA 93003

Phone: 805 644 1238 - Fax: 805 293 8597

Now servicing all makes

6/2/2008

**** R.O. #23628 OF ESTIMATE #26178 ****

Page 1 of 1

Customer: _____
Address: _____
PORT HUENEME, CA

Vehicle: 2001 CHEVROLET SUBURBAN 1500
License: _____
Current Mileage: 80691 - In: 0
V.I.N.: 3GNEC16T81C
Engine: 5.3L V8 (T)
Production Date: 11/00
Color: CHARCOAL
Next Service: 9/2/2008, Mileage: 83691

Home Phone: _____
Work Phone: _____
Cellular Phone: _____
Service Writer: 1
State License: CA - State I.D.: _____

LABOR COMPLETED

CLEAN THE GROUND TO THE ABS SYSTEM AS PER

FACTORY BULLETIN 04-05-25-002D. Removed the ground wire for the ABS control module, cleaned and reinstalled as per factory bulletin. The new bolt and nut were not available but the old unit did not have a problem with a voltage drop.

REINSTALL THE WIRING CONNECTOR TO THE ABS

MODULE. The pump continues to run and never stops. Test the system, found the control assembly has shorted internally. There are no other shorts to the system. It needs a new EBC module.

INSTALL THE EBTC MODULE, OWNER'S OWN PART

The vehicle owner provided the part and as such, there is no part warranty provided by ABC auto care.

TECH. TOTAL
DV 88.00

DV 118.56

DV 128.44

ABC AUTO CARE
4745 MARKET ST
VENTURA, CA 93003
805-644-1238

Merchant ID: 000000274022
Term ID: _____ Ref #: 0004

SM #: 88982293 AC #: 88982293 PCS 1
CTL/PO - RODRIGUEZ ORD IT 3 SHPT 85-778932
ORD 2551138 OE DATE 05/21/08 CUST _____

CUST BIN/PT

CAT GP: 04.72 PRD LN:

5100 Hermosa Ave.
Rancho Cucamonga, CA 91730-6304

GM SERVICE PARTS OPERATIONS

MANUEL RODRIGUEZ
CASH SALES

WCLL

Sale

DEBIT Entry Method: Swiped

Total: \$ 335.00

06/02/08 17:10:18

Inv #: 000004 Appr Code: 030064

Apprvd: Online Batch#: 000333

Retrieval Ref. #: 815500519852

Trace Audit #: 519852

Net ID: 510

Settle Date: 0603

XXXXXX



FRT PIECE 888722

XX XX -

DOR 001 STG 001

00 99 01

Recommendations: IDLES LOWER THAN NORMAL AND COULD STALL AT PARKING LOT MANOUVERS. TURN SIGNALS ARE INOPERATIVE AT TIMES. RECOMMEND FUEL INJECTION SERVICE PLUS REPROGRAM THE POWER TRAIN CONTROL MODULE.

Payment is due in full unless otherwise previously arranged: The parties, therefore agree that the price of work and goods will increase at the rate of 1.75% per month for each month or fraction thereof that the purchase remains unpaid. Should any action arise of of this agreement, the prevailing party shall be entitled to courts costs, including such reasonable attorney's fees and the court may determine. Our warranty is 12 months or 2k miles, which ever occurs first.

Payment Type: _____
Amount \$: _____
Date: _____
Employee: _____

TOTAL Labor	335.00
SUBTOTAL	335.00
TAX	0.00
** TOTAL **	\$335.00

SIGNATURE ACKNOWLEDGES RECEIPT OF VEHICLE: X

\$20.00 daily fee to all vehicles left 48 hrs. after completion

info@abcautocare.com - www.abcautocare.com



LOCAL CALLS 480-991-8300

WHOLESALE DIRECT LINE

480-991-8585

8585 E. FRANK LLOYD WRIGHT BLVD.

SCOTTSDALE, ARIZONA 85260

www.vanchevrolet.com

DIAL DIRECT TOLL FREE

USA 800-477-9233

We're your one stop Parts Source for All ...
Chevrolet, Buick, Oldsmobile, Pontiac, Cadillac, GM Trucks.

POSITIVELY NO EXCHANGES WITHOUT THIS INVOICE.

NO REFUNDS ON SPECIAL ORDERS. NO REFUNDS AFTER 10 DAYS. 20% HANDLING CHARGE ON ALL RETURNS - NO RETURNS ON ELECTRICAL PARTS. - REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER CHECK CLEARS.

DATE ENTERED JUN 04	YOUR ORDER NO. 04	DATE SHIPPED JUN 04	INVOICE DATE JUN 04	INVOICE NUMBER 306646
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#21

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ACCOUNT NO. CASH

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PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
625			CASH	SCOTTSDALE AZ

QTY.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	88986363	16068MIR-KIT 1110	0.00	54.00	54.00
PAID JUN 4 2004 M/Cad					

***** THANK YOU!!!! *****
 *** FROM VAN CHEVROLET *****
 YR FAST AND FRIENDLY SERVICE *****
 ALL WHOLESALE DIRECT 991-8585 ***
 PRICE-GREAT SERVICE * VAN CAN!!!

CUSTOMER'S SIGNATURE

X

PARTS	54.00
SUBLET	
FREIGHT	0.00
SALES TAX	4.16
CORE DEPOSIT (No Tax)	
TOTAL	\$58.16

DISCLAIMER OF WARRANTY

by the buyer that the product(s) described herein is/are sold by VAN CHEVROLET. "AS IS" and VAN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranty.

CARS 101

2001 Lockwood Street • Oxnard, CA 93030 • (805) 604-9400 • Fax (805) 604-9238

BAR # AG212010 EPA # CAL000183101

CUSTOMER No.	ADVISOR JEFF	TAG No.	INVOICE DATE 05/11/04	INVOICE No. BUCS18688
PORT HUENEME, CA	LABOR RATE	MILEAGE 42,437	COLOR PEWTER/	STOCK No. 4335A
	YEAR / MAKE / MODEL 01/CHEVROLET TRUCK/SUBURBAN 1500/4 D		DELIVERY DATE 09/20/03	DELIVERY MILES 34,663
	VEHICLE I.D. No. 3 G N E C 1 6 T 8 1 G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. No.	P.O.	R.O. DATE 05/11/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----

J# 1 11BUZ06 ENGINE NOISE UNITS: TECH(S):41 INTERNAL

ENGINE NOISE

UNABLE TO DUPLICATE CONDITION. ENGINE NOISE NORMAL FOR THIS MOTOR.

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

LABOR-----

J# 2 30BUZ01 AUTO TRANS CONCERN UNITS: TECH(S):41 INTERNAL

DELAYED ENGAGEMENT FROM REVERSE TO DRIVE

COULD NOT DUPLICATE CUSTOMER'S CONCERN.

FLUID LEVEL & CONDITION OK

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

LABOR-----

J# 3 51BUZ BODY ELECTRICAL UNITS: TECH(S):41 INTERNAL

C/S LH HEATED MIRROR INOP

COULDN'T DUPLICATE CUSTOMER'S CONCERN. REFER TO OWNER'S MANUAL FOR INSTRUCTIONS.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

COMMENTS-----

NO DIAGNOSTIC CHARGE TO CUSTOMER FOR THIS VISIT.

TOTALS-----

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE