



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: 27-APR-2009	Repository <input type="checkbox"/>
	Reference No. 10266863

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ROSEVILLE State: CA 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, ~~you must~~ NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 5/4/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number- Located at bottom of windshield on driver's side 1GNFK16T72[REDACTED]		Make CHEVROLET	Model SUBURBAN 1500	Model Year 2002
Date Purchased Sept 2002	Dealer's Name and Telephone Number Folsom Chevrolet		Engine: No: Cylinders 8	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Folsom	State CA	Zip Code	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain Powertrain	Multiple Failure:	Incident Date(s) 11-JAN-2009	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 132000 VISIBILITY: GLASS, SIDE/REAR	Failure Mileage 65000	Failure Speed 0
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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:
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
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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. HE STATED THAT THE SIDE VIEW MIRROR IS PERFECTLY IN TACT FROM THE OUTSIDE; HOWEVER, FROM THE INSIDE IT WAS SMEARED AND DISPLAYED DOUBLE VISION. THE DEALER STATED THAT THEY COULD DIAGNOSE THE FAILURE AT THE OWNERS EXPENSE WITH AN ESTIMATE OF \$100.00. THE DEALER ALSO STATED THAT IF THE MIRROR NEEDED TO BE REPLACED THE OWNER WOULD BE RESPONSIBLE FOR PAYING \$300. THE MIRROR HAS BEEN DISTORTED FOR A FEW MONTHS. THE FAILURE AND CURRENT MILEAGES WERE 65,000. When checking out replacement cost for the mirror he conferred with the local dealership's parts department which quoted cost of part at \$429. The Parts Department Manager at John L. Sullivan agreed that the mirror was in need of replacement and that it had gone bad.

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.