



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-JUL-2009  
Repository:   
Reference No.: 10278466

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: SAN LUIS OBISPO State: CA Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KL1TD66638E [Redacted]  
Make: CHEVROLET Model: AVEO Model Year: 2008  
Date Purchased: 06-08-2008 Dealer's Name and Telephone Number: Kimball Motor Co.  
Original Owner:  Dealer's City: San Luis Obispo State: CA Zip Code: 93403 Engine: No: Cylinders: 4 Fuel Type: Regular  
Transmission Type: MANUAL Antilock Brakes:  Powertrain: Multiple Failure: YES Incident Date(s): 08-JUN-2009  
 Cruise Control

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

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC  
Both BACK Drums were out too!  
Failure Mileage: 7928 Failure Speed: 0

**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: DOTM9ABC036): [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 2008 CHEVROLET AVEO. THE CONTACT STATED THAT THE BRAKES WERE WARPED ON HER VEHICLE. THE DEALER PERFORMED AN ALIGNMENT AND TURNED THE ROTORS, BUT NEVER CHANGED THE BRAKE PADS. THE REPAIRS COST \$50. CURRENTLY, THE VEHICLE IS SHAKING VIOLENTLY. THE MANUFACTURER HAS NOT BEEN NOTIFIED. THE FAILURE MILEAGE WAS 7,928.

08/09/2009

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.

# KIMBALL

MOTOR COMPANY



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R/O	VIN	DATE IN
08280	KL1TD66638B	06/08/09
YEAR	MAKE	MODEL
2008	CHEVROLET	AVEO
	COLOR	GREY
MILES IN	MILES OUT	FIRST USE
7683	7695	06/08/08
SEE ALSO	USC	RES.
		1
		BUS.
	H:	W:
		STEVE
		7197
		06/12/09
		CLOSED
		09:24
		TIME IN

\*\*\*\* Warranty Claim Repairs Remain Open \*\*\*\*

- (1) WHEN BRAKING AT ANY SPEEDS THERE IS A VIBRATION//CUSTOMER STATES//DIAGNOSE AND ADVISE PERFORMED DIAGNOSIS//TEST DROVE VEHICLE, FELT VIBRATION, CHECKED FRONT ROTORS- HAVE SOME LATERAL RUNOUT: LEFT-.003, RIGHT-.004//RESURFACED FRONT ROTORS AND RECHECK- OPERATING AS PER DESIGN AT THIS TIME (27-8619 DAN-) A ..... (Warranty) .....
- Labor T27 18
- (2) REAR AXLE IS OUT OF ALIGNMENT CUSTOMER STATES //DIAGNOSE AND ADVISE PERFORMED DIAGNOSIS//INSTALLED ALIGNMENT HEADS, CHECKED ALIGNMENT, CHECKED SUSPENSION- ALIGNMENT IS WITHIN SPECIFICATIONS- NOTHING ABNORMAL FOUND AT THIS TIME (61-7096 SKIPPY-) A
- Labor T61 50.00
- Total Labor ..... 50.00
- Total Repair (Customer) ..... 50.00

PAID  
CASH

Next Service NOV '09 Lube-Oil-Filter	BAR# AB004717 EPA# CAD981973753	W/C	INT.	CUSTOMER
ORIGINAL ESTIMATE	REVISED ESTIMATE	I acknowledge notice and oral approval of an increase in the original estimated price.		
\$ 50.00	\$	CUSTOMER SIGNATURE		
Customer approves all repairs, estimates as itemized and/or receipt of vehicle.		.00		
CUSTOMER SIGNATURE		Labor 50.00		
90 Day or 4000 mile warranty on labor. THANK YOU FOR YOUR BUSINESS		Parts .00		
Page 1 of 1 Job 08280		Sublet .00		
08280 Customer Copy		Waste Dispos .00		
		Oil/Grease .00		
		Sub Total 50.00		
		Tax .00		
		Total (Cash) 50.00		

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