

 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 JUN 01 2010		Repository ☐			
		01-APR-2010		Reference No. 10323280			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number	
Name		Address		City		E-mail Address	
DERRY		NH		Zip Code		Evening Telephone Number	
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 2GCEK19V531				Make CHEVROLET		Model SILVERADO	
Date Purchased 10-01-02		Dealer's Name and Telephone Number Betty Chev. 603-434-1546				Model Year 2003	
Original Owner ☒		Dealer's City Derry		State N.H.		Zip Code 03038	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain 4-W Drive		Engine: No: Cylinders 8	
				Multiple Failure:		Fuel Type: Gas	
				Incident Date(s) 24-MAR-2010			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Complete Rusted Brake Lines						Failure Mileage 22000	
						Failure Speed 3	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make N/A		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make: N/A		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		Number of Deaths	
				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 2003 CHEVROLET SILVERADO. THE CONTACT WAS MAKING A TURN AT 3 MPH WHEN HE ATTEMPTED TO DEPRESS THE BRAKE PEDAL AND NOTICED THAT THE PEDAL WENT DOWN TO THE FLOORBOARD. WHEN HE GOT OUT OF THE VEHICLE, HE NOTICED THAT ALL OF THE BRAKE FLUID HAD BEEN RELEASED ON THE GROUND. THE CONTACT TOOK THE VEHICLE TO AN AUTHORIZED DEALER USING THE EMERGENCY BRAKE TO STOP THE VEHICLE. THE VEHICLE WAS REPAIRED BY THE DEALER AT THE CONTACT'S EXPENSE. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED THAT THERE WAS NOTHING THEY COULD DO TO OFFER ANY ASSISTANCE WITH THE REPAIR COSTS. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 22,000.							
Repair Bill Attached							
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)

Rusted Brake Lines causing loss of all Brake fluid. which happened in my driveway. I drove the vehicle to Dealer using my emergency brake.

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

MANCHESTER NH DE

11 MAY 2010 PM 3 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

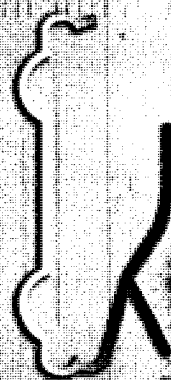
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



BETLEY CHEVROLET-BUICK, Inc.

50 No. Main St. P.O. Box 248

Route 28 By-Pass

DERRY, N.H. 03038

(603) 434-1546

Toll Free 1-800-472-1546

Fax (603) 434-1336

www.betley.com

INVOICE NUMBER		CTCS190833	
CUSTOMER NUMBER		12933	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
BRIAN DUPUIS		92	
LABOR RATE	LICENSE NO.	MILEAGE	
88.00		22,681	
YEAR / MAKE / MODEL			
03/CHEVROLET TRUCK/SILVERADO 1500/EX			
VEHICLE ID. NO.			
2 G C E K 1 9 V 5 3 1			
F.T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
DK GREEN ME			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
222		32061	
R. O. DATE		INVOICE DATE	
03/24/10		03/26/10	
REPRINT NUMBER		DELIVERY DATE	
		10/01/02	
MO: 22690		PRODUCTION DATE	

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, UNLESS OTHERWISE STATED.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold here by are those made by the manufacturer. The seller, BETLEY CHEVROLET-BUICK, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BETLEY CHEVROLET-BUICK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to the quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

JOB# 1 CHARGES

LABOR

J# 1 40CVZ09 BRAKE FLUID LEAK TECH(S):96 1020.80

CUSTOMER STATES BRAKE FLUID LEAKING
UNDER DRIVERS DOOR AREA
FRONT AND REAR BRAKE LINES ROTTED
BOTH FRONT FLEX HOSE FITTINGS VERY RUSTED
CALIPER BLEEDER SCREWS RUSTED INTO CALIPERS
FABRICATE ALL NEW BRAKE LINES FRONT FRONT TO REAR
REPLACED ALL NEW CALIPER BLEEDERS
REPLACED BOTH FRONT BRAKES HOSES
UNDER COAT ALL NEW BRAKE LINES
FLUSH ABS VALVE MODULE - BPMV

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	4	H9412	BLEEDER	2.19	8.76
	1	BH620441	HOSE	60.62	60.62
	1	BH620442	HOSE	60.62	60.62
	1	CNC425PM	STEEL LIN	75.00	75.00
	1	MISC	MATERIALS	12.00	12.00
	1	STEEL	LINE	8.00	8.00
TOTAL - PARTS					225.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	SC	SENIOR CITIZEN		25.00
	PD	PARTS DISCOUNT		25.00
TOTAL - MISC				50.00

JOB# 1 TOTALS

LABOR	1020.80
PARTS	225.00
MISC	50.00

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 1195.80

JOB# 2 CHARGES

LABOR

J# 2 40CVZ7 BRAKE FLUID FLUSH TECH(S):96 94.68

POWER FLUSH COMPLETE BRAKE FLUID SYSTEM
NEW FLUID EXCHANGE BLEED SYSTEM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	BFLUSH	BRK FLUSH	23.16	23.16
TOTAL - PARTS					23.16

JOB# 2 TOTALS

LABOR	94.68
PARTS	23.16

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 117.84

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	EF	ENVIRONMENTAL FEES		2.00
JOB # A	SS	SHOP SUPPLIES		14.27



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TOTAL - MISC 16.27

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$88.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1350.00 (+TAX) ON 03/24/10 AT 10:36am
BY SAM COMMENTS REPAIRS APPROVED
TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 04/21/2010 / 22936 MI 01CVZ090 90000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* * *
* [X] VISA [] MASTERCARD [] DISCOVER *
* * *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 1115.48
TOTAL PARTS.... 248.16
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 16.27
TOTAL MISC DISC -50.00
TOTAL TAX..... 0.00

IMPORTANT !!!

TOTAL INVOICE \$ 1329.91

You may receive a customer satisfaction survey in the mail in the next few weeks. If for any reason you can not grade us "COMPLETELY SATISFIED" please contact the Service Manager Gregg Walker @ gwalker@betley.com Your COMPLETE SATISFACTION is our #1 goal. THANK YOU FOR YOUR BUSINESS !!!

CUSTOMER SIGNATURE

03/26/10
PAID
Thank you!