

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 JUL 20 2010 07-JUN-2010	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
PITTSBORO		NC			
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			Make	Model	Model Year
5B4MP67G933			WORKHORSE	CHASSIS	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2004			No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
☒					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☒ Cruise Control		yes	17-MAY-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage	Failure Speed
				22000	0
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: DOTM4L9ABC036)		☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2004 WORKHORSE W22. THE CONTACT RECEIVED A RECALL NOTICE FROM THE MANUFACTURER MAY 2009 AND A SECOND NOTICE DECEMBER 2009 FOR RECALL 09V110000 (SERVICE BRAKES, HYDRAULIC). HE CALLED THE MANUFACTURER THREE TIMES TO FIND OUT WHEN THE PARTS WOULD BE AVAILABLE. THE VEHICLE HAD THE VEHICLE REPAIRED SEVERAL TIMES IN REFERENCE TO THE FAILURE BUT THE MANUFACTURER OFFERED NO REIMBURSEMENT. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 22,000.					
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)

I have had the brakes repaired 2 other times, and have spent between \$700⁰⁰ and \$800⁰⁰, not counting the enclosed bill.

The first two times were at Tom Johnson's in Marion, N.C., and the third time is enclosed. The brakes are still not right. I have ABS sensor still on.

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

GREENSBORO NC 27401
PIEDMONT TRIAD AREA
12 JUL 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 (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TOM JOHNSON CAMP CTR CHARLOTTE
6700 BRUTON SMITH BLVD.
CONCORD, NC
US
28027
704-455-1440 FAX 704-455-1439

WORK ORDER # 127859

: Customer Name: [REDACTED]
: Address: [REDACTED]
: 28 APR 10 : PITTSBORO, NC
: RW :
: Postal/Zip: [REDACTED]
: Phone#(res): [REDACTED]
: 2004 Phone#(bus):
: NEWMAR Cell Phone:
: MNT AIRE ExtW Co:
: ExtW No:
: A-CLASS A Purchased Date:
: 22121 Unit Salesman:
: SCREEN First Name: [REDACTED]
: 5B4MP67G933 [REDACTED] Location: IH
: Key#:

ion JOB INFORMATION Type Bill To

ABS LIGHT ON, ALL SENSOR HAVE BEEN E [REDACTED]
BEFORE ABOUT 2YRS AGO
A BRAKE MAINTENENCE ON UNIT,
ID REGREASED SLIP PINS.
SENSORS ON UNIT AND FOUND F/P
WAS BAD. REPALCED SENSOR. NO

Description PARTS Bill to Qty Price Total

BRAKE FLUID 12 OZ. E-45142 2 2.66 5.32
BRAKE FLUID E-45142 2 8.37 16.74
RIVERSIDE FRONT ABS SENSOR E-45142 1 53.66 53.66

Description LABOUR Mec bill to Hrs Rate Total

BRAKE MAINTENENCE 58 E-45142 6.00 95.00 570.00

Description EXTRAS bill to Qty Price Total

FREIGHT E-45142 1.00 0.00 0.00
SHOP SUPPLIES E-45142 1.00 0.00 0.00

BILLINGS SUMMARY
Parts Labour Sublet Extras Tax Total

75.72 570.00 0.00 0.00 5.48 651.20