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: OCT 12 2010
05-AUG-2010

Repository ☐

Reference No. 10347511

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City: LOCKPORT | State: NY | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address

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

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-AUG-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

	Failure Mileage	Failure Speed

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: DOTMAL9ABC036)	☐ 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 DURA LAST (NA) ROTOR. THE ROTOR WAS PURCHASED AS AN AFTERMARKET PART FROM A LOCAL AUTO SUPPLIES STORE. THE ROTOR WAS INSTALLED ON A 1983 BUICK LESABRE. THE CONTACT STATED THAT THE OUTER BEARING OF THE ROTOR FRACTURED ON THE VEHICLE. THE CONTACT ATTEMPTED TO REPLACE THE ROTOR BUT FOUND THAT THE RACES HAD BEEN REMOVED, MAKING IT IMPOSSIBLE TO REPLACE THE OUTER BEARING. THE CONTACT STATED THE DESIGN CAUSED THE CASTING TO TOUCH THE SPINDLE INSTEAD OF ONLY THE ROLLER. THE MANUFACTURER ADVISED THAT IF THE CASTING WAS TOUCHING THE SPINDLE, IT COULD CAUSE THE ROTORS TO FRACTURE.

INCORRECT INFORMATION

THE ROTOR CASTING HAS A CENTER WEB WHICH IS NOT MEETING OEM SPECS. THIS SMALLER ~~BORE~~ DIAMETER THAN OEM MAKES IT ALMOST IMPOSSIBLE TO REMOVE THE OUTER BRG. CUP (BRG. RACE)

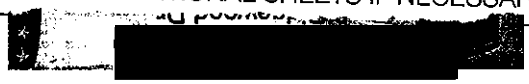
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE 1ST PROBLEM WAS EASILY SOLVED. AUTOZONE ALLOWED A CUSTOMER RETURN A INCORRECT BRG IN A INCORRECT TIMKEN BOX THE SET #3 HAD A SET #2 IN IT.

THERE IS A SERIOUS ERROR REMAINING ON THE CASTING DESIGN OF THE DURALAST ROTOR. IT HAS A INNER WEB WHICH IS NOT IN THE OEM PART. THIS WEB INTERFERS IN REMOVAL OF THE OUTER CUP (RACE) AND SINCE THE I.D. OF WEB IN NON MACHINED IT COULD MAKE CONTACT WITH THE SPINDLE. THIS WEB MATERIAL IS DANGEROUS AND SHOULD NOT EXIST.

ATTACH ADDITIONAL SHEETS IF NECESSARY



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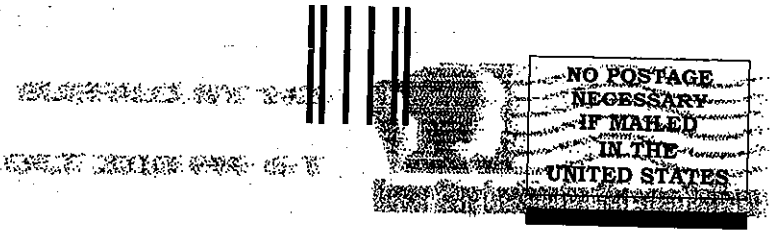
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300



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