

 <p>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</p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 22-SEP-2010		Repository <input type="checkbox"/> Reference No. 10356974	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
PERRYVILLE	MO				
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	
2CNDL73FX56		CHEVROLET	EQUINOX	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2-2-09	EICO 636 227 5333		No: Cylinders	unleaded	
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>	Ballwin	MO	63011	6 Gas	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	<input checked="" type="checkbox"/> Cruise Control		2	10-JUN-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 220000 SEATS			Failure Mileage	Failure Speed	
MP3 Stereo			68750	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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 2005 CHEVROLET EQUINOX. THE WIRES UNDER THE SEAT WERE GETTING HOT AND MELTING, BUT THE SEAT WAS NOT GETTING HOT. THE VEHICLE HAD NOT BEEN TAKEN TO THE DEALER FOR AN INSPECTION. THE MANUFACTURER WAS NOT CONTACTED. THE VEHICLE HAD NOT BEEN REPAIRED. THE CONTACT DOES NOT KNOW THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 68,750. MP3 Stereo CD Player not working. see Repair Statements.					
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.					

Keller Motors, Inc.
 1795 S Perryville Blvd
 PERRYVILLE, MO 63775
 (573) 547-1002

Perryville, MO [REDACTED]		A/R Number:	Invoice Number
Phone (H) [REDACTED] Phone (W): [REDACTED]		Customer Number: 5170282	99044
Phone (C): [REDACTED] Phone Oth: [REDACTED]		PO Number:	Printed: 12/21/2010 10:16 AM
Year/Make/Model: 2005 Chevrolet Equinox		Auth Number:	Copy # 1
VIN: 2CNDL73FX 56 [REDACTED]		Service Writer: 68	Date Opened: 12/20/10
License Number: [REDACTED]		Estimate Amount: \$	Date Notified: 12/21/10
Stock Number: Mileage In: 70886		Terms & Conditions:	Date Delivered:
Tag Number: Mileage Out: 70886		Type of Sale: Retail	
		Customer Signature	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1. Customer statement of problem					
Customer States CHANGE OIL AND FILTER ,LUBE CHASSIS CHECK AND FILL CAPACITIES AS NEEDED. RESET MAINTENCE LIGHT.					
1 -- Cause/Action to Take					
QLOF - MAINTENCE					
1 -- Correction/Action Taken					
REPLACE OIL FILTER AND LUBE CHASSIS TOP OFF LEVELS AND RESET LIGHT.	282				<u>15.00</u>
Part Number	Failed	Description			
68055891AA		OIL 5W30 S	5 5	2.05	10.25
25010792		FILTER	1 1	5.00	5.00
<u>Sub Total Parts</u>					<u>15.25</u>
SubTotal Job # 1					30.25
Recommendations					
needs serp belt (worn)					
needs coolant flush (5 YEARS OLD)					
NEEDS TRANSMISSION FLUSH (MILEAGE)					
2. Customer statement of problem					
ROTATE TIRES					
1 -- Cause/Action to Take					
RT - MAINTENANCE					
1 -- Correction/Action Taken					
ROTATE TIRES	282				<u>10.00</u>
SubTotal Job # 2					10.00
3. Customer statement of problem					
Customer States front heated seats do not work					
1 -- Correction/Action Taken					
check heated seat operation,found they are aftermarket,no wiring charts to go by,new \$650.00 plus tax	74				<u>28.00</u>
SubTotal Job # 3					28.00

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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
4. Customer statement of problem					
Customer States cd player inop					
1 -- Correction/Action Taken					
diagnos needs new stereo to fix cd player,part \$350.00				74	21.00
				SubTotal Job # 4	21.00
<u>Miscellaneous Charges and Deductions For All Jobs</u>					
Environmental Charges Service Customer Pay					0.31

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use or of time, loss of profit, or any other incidental damages.

Total Labor	74.00
Total Parts	15.25
Total Sublet	0.00
Misc. Chrgs	0.31
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.89

WE NOW SELL TIRES. LET US CHECK YOUR TIRES AND GIVE YOU A FREE ESTIMATE. HAVE YOU CONSIDERED A SERVICE CONTRACT ON YOUR VEHICLE? THIS COULD BE MONEY WELL SPENT TO PROTECT YOUR INVESTMENT.

**THANK YOU FOR YOUR
BUSINESS**

AMOUNT DUE 90.45