



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  
FEB 28 2011  
22-NOV-2010

Repository   
Reference No.  
10367097

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City FLORENCE State KY 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 1GNFK16T22 [REDACTED]		Make CHEVROLET	Model SUBURBAN	Model Year 2002
Date Purchased 9/22/2002	Dealer's Name and Telephone Number Folsom CHEVROLET 1-800-924-3895		Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City FOLSOM	State CA	Zip Code 95630	
Transmission Type 4-SPEED AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain VOLTEC 5300 V8	Multiple Failure:	Incident Date(s) 08-NOV-2010

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

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage 100000	Failure Speed 5
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**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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2002 CHEVROLET SUBURBAN. WHILE THE CONTACT WAS DRIVING APPROXIMATELY BETWEEN 5-10 MPH ON NORMAL DRY ROAD CONDITIONS, THE BRAKES WERE ENGAGED, FOLLOWED BY AN UNINTENDED ACTIVATION OF THE ANTI-LOCK BRAKE SYSTEM AND THE VEHICLE BEGAN TO ROLL. THE CONTACT WAS ABLE TO STOP THE VEHICLE. THE MANUFACTURER WAS NOTIFIED AND THEY INFORMED THE CONTACT THAT THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER 05V379000 (SERVICE BRAKES, HYDRAULIC: ANTI-LOCK). HOWEVER, THE VIN WAS NOT INCLUDED IN THE RECALL AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000.

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.



CTCS337679

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CELL: [REDACTED]

CUSTOMER NO <b>77410</b>	ADVISOR <b>CHAD ELY</b>	TAG NO <b>77897</b>	INVOICE DATE <b>11/24/10</b>	INVOICE NO <b>CTCS337679</b>
[REDACTED]	LICENS NO [REDACTED]	MILEAGE <b>101,834</b>	COLOR <b>PEWTER/</b>	STOCK NO
<b>FLORENCE, KY</b>	YEAR / MAKE / MODEL <b>02/CHEVROLET TRUCK/SPORT UTILITY</b>	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. <b>1GNFK16T22J</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/23/10</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
J# 1 06CVZMISC MISC BRAKES TECH(S):105651 RD00 CUSTOMER STATES THE ABS WILL ACTIVATE TOWARDS END OF A STOP TECH FOUND BOTH FRT WHEEL SPEED SENSORS TO HAVE INTERNAL FAILURE REPLACED SENSORS				270.00	
PARTS					
JOB # 1	2	19181873	SENSOR 4.710	59.14	118.28
				JOB # 1 TOTAL PARTS	118.28
				JOB # 1 TOTAL LABOR & PARTS	388.28
J# 2 01CVZDECLINE DECLINED MAINTENANCE CUSTOMER DECLINED MAINTENANCE AT THIS TIME ALL DONE ELSEWHERE DECLINED			TECH(S):RD00	0.00	
PARTS					
JOB # 2					0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+04CVZZLEAKS STEERING LEAKS CUSTOMER STATES STEERING LEAKS FLUID TECH REPLACED INPUT SHAFT SEAL ON PS PUMP			TECH(S):79543 RD00	195.00	
PARTS					
JOB # 3	1	15277770	SEAL-PUM 6.617	21.96	21.96
				JOB # 3 TOTAL PARTS	21.96
				JOB # 3 TOTAL LABOR & PARTS	216.96
J# 4+04CVZZPSFLUSH PS EXCH *OTHR* CUSTOMER REQUESTS POWER STEERING FLUID EXCHANGE PERFORM BG POWER STEERING FLUID EXCHANGE SERVICE PERFORM POWER STEERING FLUID EXCHANGE AND INSTALL PREMIUM FLUID AND FORTIFIER			TECH(S):79543 RD00	56.00	
PARTS					
JOB # 4	1	6700	P/S FLUS	40.00	40.00
				JOB # 4 TOTAL PARTS	40.00
				JOB # 4 TOTAL LABOR & PARTS	96.00

The Seller, TOM GILL CHEVROLET, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TOM GILL CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item/items. THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

**THANK YOU**

**SERVICE HOURS**

M - F 7:00 AM - 8:00 PM  
SAT 8:00 AM - 3:00 PM

**COLLISION CENTER HOURS**

M - F 7:30 AM - 5:30 PM  
SAT 8:00 AM - NOON

**PARTS HOURS**

M - F 7:00 AM - 8:00 PM  
SAT 8:00 AM - 3:00 PM

**PARTS DIRECT**

859-371-2000

"You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you."

**Mel's Auto Glass**

MISC CODE DESCRIPTION CONTROL NO

JOB # A SS ENVIRONMENTAL/SUPPLY CHARGE 25.00

563-7771 "Whatever It Takes" 344-0707 TOTAL MISC 25.00

INCINNATI, OHIO KENTUCKY 6501 EAST TOWNSHIP, OHIO 428-0159

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$49.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$49.00 (+TAX) ON 11/23/10 AT 07:28am

BY JOHN COMMENTS

APPROVED REVISED ESTIMATE (# 2) OF \$737.06 (+TAX) ON 11/23/10 AT 03:28pm

BY JOHN COMMENTS

X CUSTOMER SIGNATURE

E-mail: [stjowling@aol.com](mailto:stjowling@aol.com)

*Thank You*

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