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	Repository
JAN 28 2011 23-NOV-2010	☐
	Reference No. 10367329

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City SELAH	State WA	Zip Code [redacted]	Evening Telephone Number SAME

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
5B4MP67G043[redacted]	WORKHORSE	CHASSIS	2004

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
03/05/2004	RUSS DEAN RV - PASCO WA			8	GAS
Original Owner ☒	Dealer's City PASCO WA.	State WA	Zip Code 99302		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO ALLISON	☐ Antilock Brakes ☐ Cruise Control	GAS 8.1 V8 CHEV		22-NOV-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage	Failure Speed
	17000	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: 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 2005 WINNEBAGO ADVENTURER WITH A 2004 WORKHORSE CHASSIS. THE CONTACT HAD THE CALIPERS REPLACED ON THE WORKHORSE CHASSIS UNDER A RECALL, BUT THE DEALER WOULD NOT REPAIR ANY OTHER PARTS THAT WERE DAMAGED. THE FAILURE CAUSED THE ROTORS TO CRACK AND BREAK. THE MANUFACTURER STATED THAT THEY DO NOT FIX ANYTHING THAT WAS NOT LISTED IN THE RECALL AND THAT ANY DAMAGE CAUSED FROM THE FAILURE IN THE CALIPERS, WOULD BE THE OWNERS RESPONSIBILITY. THE FAILURE AND CURRENT MILEAGES WERE 17000.

LOW
LOW miles

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

[redacted]

SUNFAIR CHEVROLET
1600 E. YAKIMA AVE.
YAKIMA, WA 98901

11/26/2010 12:10:26
Merchant ID: 000000001352709
Terminal ID: 02507577
601103005489624

CREDIT CARD
DISCVR SALE

CARD # XXXXXXXXXXX[redacted]
INVOICE 645672
Batch #: 000130
Approval Code: 02644B
Entry Method: Swiped
Approved: ~~Online~~

SALE AMOUNT $2034.40

CUSTOMER COPY

[redacted]
SELAH, WA [redacted]

Bob Hall's SUNFAIR CHEVROLET
1600 E. Yakima Ave.
Yakima, WA 98901
(509) 248-7600
www.bobhallauto.com

SERVICE ADVISOR KEVIN MOELK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19NOV10	26NOV10		5B4MP67G043[redacted]	86893	[redacted]		26NOV10	645672

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
15:20	09:28	04	CHEVROLET STEP VAN / [redacted]		87.00	07FEB04	1410	1410

MILEAGE IN	MILEAGE OUT	LICENSE NO.
17816	17816	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A NON COVERED PARTS AND LABOR SEE RO # 645567					
31 BRAKE REPAIR MISC.					
	295 CMC			1087.65	1087.65
	4 W8002188 ROTOR		117.99	117.99	471.96
	1 W8000036 SEAL		29.93	29.93	29.93
	2 W8000276 SEAL		31.90	31.90	63.80
	2 W8810906 PADS		95.00	95.00	190.00
	1 W8000036 SEAL		29.93	29.93	29.93
MISC FREIGHT/#W8000036					
	CMC			6.95	6.95
DURING BRAKE RECALL FOUND ALL FOUR ROTORS CRACKED. REPLACED ALL ROTORS AND ASSOCIATED SEALS AND GASKETS. NO FURTHER PROBLEMS FOUND AFTER COMPLETING REPAIR.					
B FULL CIRCLE INSPECTION					
99P FULL CIRCLE INSPECTION					
	295 CMC			0.00	0.00
					154.18

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	1087.65
PARTS AMOUNT	785.62
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.95
TOTAL CHARGES	1880.22
LESS INSURANCE	0.00
SALES TAX	154.18
PLEASE PAY THIS AMOUNT	2034.40

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

We sincerely thank you for choosing Sunfair Chevrolet for all your vehicle maintenance and repairs. Please contact our service manager if you have any questions with the work performed Our goal is complete customer satisfaction!

THANK YOU VERY MUCH FOR YOUR BUSINESS
PLEASE VISIT OUR WEBSITE @bobhallauto.com
FOR COUPONS AND SEASONAL SPECIALS AND YOU CAN
ALSO SCHEDULE YOUR NEXT SERVICE APPOINTMENT
ANY REASON YOU ARE NOT COMPLETELY SATISFIED
CALL MICHELLE ERICKSON SVC MGR 509-577-5913
OR JON BRIGHT BODY SHOP MGR AT 509-577-5980

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

[redacted]

SELAH, WA [redacted]

Bob Hall's SUNFAIR CHEVROLET
1600 E. Yakima Ave.
Yakima, WA 98901
(509) 248-7600
www.bobhallauto.com

SERVICE ADVISOR KEVIN MOELK

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18NOV10	26NOV10		5B4MP67G043[redacted]	86893	[redacted]		26NOV10	645567

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:37	09:49	04	CHEVROLET STEP VAN /	[redacted]	87.00	07FEB04	1410	1410

MILEAGE IN	MILEAGE OUT	LICENSE NO.
17816	17820	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A PERFORM RECALL # 51101-C					
CAUSE: PERFORMED RECALL					
T5024 BRAKE CALIPER RECALL					
295 WCH					(N/C)
2 W8006753 CAL KIT					(N/C)
REPLACED ALL CALIPERS PER RECALL.					
B FULL CIRCLE INSPECTION					
99P FULL CIRCLE INSPECTION					
295 CMC				0.00	0.00

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

LF - FRONT BRAKE ROTER (ALL LOOKED THE SAME - SOME HAD 2 CRACKS THROUGH