

U.S. Department
of TransportationNational 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

30-DEC-2010

Repository ☐Reference No.
10373498**OWNER INFORMATION (Type or Print)**

Name

Address

City

MEADOW VISTA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5GRGN23U53H

Make

HUMMER

Model

H2 SUT

Model Year

2003

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

Powertrain

Multiple Failure:

Incident Date(s)

15-DEC-2010

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 136200 VISIBILITY: WINDSHIELD
WIPER/WASHER: MOTOR

Failure Mileage

125900

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: DOTM19ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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 2003 HUMMER H2. THE CONTACT STATED THAT THE WINDSHIELD WIPER MOTOR MODULE BECAME WET AND FAILED TO FUNCTION. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE WIPER MODULE NEEDED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED AND STATED THAT HIS VEHICLE WAS NOT INCLUDED IN NHTSA RECALL 08V456000, VISIBILITY, WINDSHIELD WIPER/WASHER MOTOR ALTHOUGH IT WAS EXPERIENCING THE SAME FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 125,900.

MAR 14 2011

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.

WINNER CHEVROLET, INC.

1624 South Canyon Way • P.O. Box 1867
Colfax, CA 95713
(530) 346-8313



GENUINE CHEVROLET™

BAR # ARD227493



GENUINE CHEVROLET™

EPA # 98234735

CUSTOMER NO. 805265	ADVISOR KENNETH BAUGH	TAG NO. 899	INVOICE DATE 01/06/11	INVOICE NO. CVCS104070
MEADOW VISTA, CA	LABOR RATE	LICENSE NO.	MILEAGE 125,934	COLOR RED/
	YEAR / MAKE / MODEL 03/HUMMER/H2/4DR WGN			DELIVERY DATE
	VEHICLE I.D. NO. 5 G R G N 2 3 U 5 3 H			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 12/29/10
				MO: 125939

JOB# 1 CHARGES

LABOR
J# 1 51CVZ BODY ELECTRICAL TECH(S):1446 110.00
CUSTOMER STATES AFTER KEY SHUT OFF BATTERY LIGHT AND GEAR INDICATOR STAY ON RADIO STAYS ON, WIPER WASH INOP AND WIPERS DIAGNOSED SHORT IN WIPER MOTOR AND MODULE CAUSED BY CORROSION DUE TO WATER INTRUSION
RECOMMEND REPLACE WIPER MOTOR/MODULE ASSEMBLY

WINNER CHEVROLET DOES NOT OFFER WARRANTY OR GUARANTEE ON TEMPORARY OR EMERGENCY REPAIRS OR ACCEPT ANY CLAIMS OF RELATED DAMAGES CAUSED BY SUCH REPAIRS. THESE ARE TEMPORARY REPAIRS ONLY. WE ADVISE YOU TO CONTACT YOUR SERVICING DEALER TO MAKE IMMEDIATE AND COMPLETE REPAIRS AS SOON AS POSSIBLE.

JOB# 1 TOTALS

LABOR 110.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 110.00

JOB# 2 CHARGES

LABOR
J# 2+00CVZLOF LUBE OIL FILTER TECH(S):1446 7.50
PERFORM LUBE OIL FILTER SERVICE
MAINTENANCE
COMPLETED LOF SERVICE
TIRE PRESSURE SET TO MANUFACTURERS SPECIFICATIONS
27PSI FRONT AND REAR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	19210283	FILTER 1.836	6.99	6.99
TOTAL - PARTS				6.99	6.99

G.O.G. & SUPPLIES

6.0	5W30 OIL PER QT	@	2.690	/UNIT	16.14
TOTAL - GOG					16.14

JOB# 2 TOTALS

LABOR 7.50
PARTS 6.99
G.O.G. 16.14

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 30.63

JOB# 3 CHARGES

LABOR
J# 3+00CVZSI 27 POINT INSPECTION TECH(S):1446 INTERNAL
PERFORM 27 POINT INSPECTION
PERFORMED COURTESY 27-POINT INSPECTION
RF HUB FALLING OFF, OIL COOLER LINES AND LR AXLE SEAL LEAKING
TRANSMISSION FLUID FLUSH DUE, COOLANT FLUSH MAY BE DUE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+02CVZ RECALL CONCERN TECH(S):1446 0.00
CUSTOMER STATES CHECK FOR RECALL 08243

WINNER CHEVROLET
1624 SOUTH CANYON WAY
COLFAX, CA 95713
530-346-8313

TERMINAL I.D.: 74506932
MERCHANT #: 39980371324

MASTERCARD
*****3001
SALE
TIN: 000000/
SN: 104070100500 AUTH: 014732
JAN 06, 11 14:20

TOTAL \$1071.13

STEVE ARMSTRONG

CUSTOMER COPY

*Thank
You
For
Your
Business!*

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	YEAR / MAKE / MODEL 03/HUMMER/H2/4DR WGN			DELIVERY DATE
	VEHICLE I.D. NO. 5 G R G N 2 3 U 5 3 H			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 12/29/10		
COMMENTS				MO: 125939

RECALL DOES NOT APPLY TO THIS PARTICULAR VEHICLE

JOB# 4 TOTALS-----
JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+47CVZZO REPLACE HUB ASSEMBLY TECH(S):1446 125.00
REPLACE HUB BEARING ASSEMBLY
RF HUB VERY LOOSE
INSTALLED AFTERMARKET RF HUB PER CUSTOMER REQUEST

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	NT515058	HUB	344.70	344.70
				TOTAL - PARTS	344.70

JOB# 5 TOTALS-----
LABOR-----
PARTS-----
JOURNAL PREFIX CVCS JOB# 5 TOTAL 469.70

JOB# 6 CHARGES-----
LABOR-----
J# 6+51CVZ12 WIPER/WASHER TECH(S):1446 110.00
CUSTOMER STATES REPLACE WIPER MOTOR/MODULE ASSEMBLY
INTERNAL SHORT DIAGNOSED LINE 1
REPLACED WIPER MOTOR/MODULE ASSEMBLY

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	15910773	MODULE 16.064	294.92	294.92
				TOTAL - PARTS	294.92

JOB# 6 TOTALS-----
LABOR-----
PARTS-----
JOURNAL PREFIX CVCS JOB# 6 TOTAL 404.92

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	100	ENVIRONMENTAL CHARGE		1.20
				TOTAL - MISC

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$116.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$559.00 (+TAX) ON 12/30/10 AT 01:20pm
BY STEVE CALLED ME COMMENTS ADD \$443.00 FOR REPLACE WIPER MOTOR AND LOF
APPROVED REVISED ESTIMATE (# 2) OF \$1028.00 (+TAX) ON 12/31/10 AT 10:00am
BY STEVE CALLED ME COMMENTS ADD \$469.00 FOR REPLACE RF HUB
COMMENTS-----
DELETED OPERATION(S)-----
00CVZ TIRE PRESSURE CHECK

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X _____

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MEADOW VISTA, CA	LABOR RATE	LICENSE NO.	MILEAGE 125,934	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 03/HUMMER/H2/4DR WGN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 G R G N 2 3 U 5 3 H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 12/29/10
BUSINESS PHONE	COMMENTS				MO: 125939

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 352.50
TOTAL PARTS.... 646.61
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 16.14
TOTAL MISC CHG. 1.20
TOTAL MISC DISC 0.00
TOTAL TAX..... 54.68

TOTAL INVOICE \$ 1071.13

PLEASE NOTE ALL LISTED PARTS ARE NEW UNLESS OTHERWISE NOTED
THANK YOU FOR YOUR BUSINESS!!

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WARRANTY OR GUARANTEE ON TEMPORARY
OR EMERGENCY REPAIRS OR ACCEPT ANY
CLAIMS OF RELATED DAMAGES CAUSED BY
SUCH REPAIRS. THESE ARE TEMPORARY
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YOUR SERVICING DEALER TO MAKE
IMMEDIATE AND COMPLETE REPAIRS AS
SOON AS POSSIBLE.

X _____

CUSTOMER SIGNATURE

PAID
CASH-CHECK-
JAN 06

BY WINNER.CH

*Thank
You
For
Your
Business!*