



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT 5200 (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

12-JAN-2011

Repository

Reference No.
10376368

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LONG BEACH

State CA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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
1GNFC16J37 [REDACTED]

Make
CHEVROLET

Model
SUBURBAN

Model Year
2007

Date Purchased
9-12-06

Dealer's Name and Telephone Number
Harbor Chevrolet 562-426-3341

Engine:
No: Cylinders
V-8

Fuel Type:
unleaded

Original Owner

Dealer's City
Longbeach CA

State
CA

Zip Code
90807

Transmission Type

Antilock Brakes

Powertrain

AUTO

Multiple Failure:

Incident Date(s)

15-JUN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH

Failure Mileage
20000

Failure Speed
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)

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

Number of Deaths

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 2007 CHEVROLET SUBURBAN. THE CONTACT STATED THAT THE DRIVER SIDE AND PASSENGER SIDE DOORS ON THE VEHICLE LOCKED AND THE CONTACT HAD TO CRAWL THROUGH THE WINDOW TO GET OUT. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE DOORS WERE REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 20,000 AND THE CURRENT MILEAGES WERE APPROXIMATELY 26,000.

MAR 1 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.

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

Twice in the month of February I had a total power shut down in my ~~Sed~~ Suburban, I had to call on Star to turn my vehicle back on. The Dealer check the item couldn't find the problem. This bother me because if this happen on a freeway it could be fatal.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Save today!
HARBOR
 CHEVROLET



P.O. BOX 7217 - 3770 CHERRY AVE. - LONG BEACH - CA 90807-4321 - PHONE: (562) 426-3341 - (714) 527-8927
 WEB SITE <http://harborchevrolet.com>

CELL: [REDACTED]
 B.A.R. # AC-011537 • EPA # CAD 961452057

CUSTOMER NO. 45689	ADVISOR MIGUEL REYNOSO	TAG NO. 837 A218	INVOICE DATE 09/08/09	INVOICE NO. CTCS280877
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,652	COLOR SILVER BIRC
LONG BEACH, CA [REDACTED]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/SUBURBAN	DELIVERY DATE 09/12/06	STOCK NO. G338	DELIVERY MILES 79
	VEHICLE I.D. NO. 1GNFC16J37J [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	F.T.E. NO.	P.O. NO.	PO: DATE 09/08/09
COMMENTS				MO: 19652

LABOR & PARTS-----
 # 1+61CTZ INTERIOR TRIM TECH(S):140 WARRANTY
 CUSTOMER STATES REAR HATCH WILL NOT OPEN CHK AND ADVISE
 DTC B396A-02 LIFTGATE MOTOR CIRCUIT SHORT TO GROUND.
 DIAGNOSE-OPEN LIFTGATE WITHOUT POWER FIRST. USING DOC
 #1741156 PROCEED WITH DIAG. IGNITION OFF DISCONNECTED C2
 CONNECTOR OF LGM. TESTED GROUND TERMINAL #6 AND GROUND-.02
 OK.IGNITION ON VERIFY THAT A TEST LAMP ILLUMINATES BETWEEN
 B+CIRCUIT TERMINAL 3 AND GROUND.-NO- CHECK LGM 30 A FUSE-
 OPEN. CHECK CIRCUIT FOR SHORT TO GROUND-OK-REPLACE LGM.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
JOB # 1 1 25880968 MODULE 16.263	JOB # 1 TOTAL PARTS 0.00
	JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS-----
 JR/INV/CLD

TOTALS-----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company PRAINTINNE C0663474 Q (11/07)



P.O. BOX 7217 - 3770 CHERRY AVE. - LONG BEACH - CA 90807-4321 - PHONE: (562) 426-3341 - (714) 527-8927
 DIRECT PARTS (562) 424-8161 • FAX NUMBER (562) 753-0198
 WEB SITE <http://harborchevrolet.com>

CUSTOMER NO. 45689	ADVISOR RODRIGO BUMACOD	TAG NO. 80 T591	B.A.R. # AC-011537-1	EPA INVOICE DATE 02/07/11	INV CTCS305719
	LABOR RATE	LICENSE NO.	MILEAGE 26,352	COLOR SILVER BIRC	STOCK NO. G338
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/SUBURBAN			DELIVERY DATE 09/12/06	DELIVERY MILES 79
LONG BEACH, CA	VEHICLE I.D. NO. 1GNFC16J37J			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/04/11		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 26352

LABOR & PARTS-----

J# 1 61CTZ INTERIOR TRIM TECH(S):1028 WARRANTY
 CUSTOMER STATES THE FRONT PASSENGER DOOR WILL NOT OPEN.
 INTERNAL FAILURE IN RF DOOR LOCK ASSEMBLY
 ACCESS DOOR LOCK TO DIAGNOSE, ALL CABLES AND LINKAGE OK,
 REPLACE LOCK ASSY AND RECHECK. B4260 .5 +.3 DIAG

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 1 25876388 LOCK 16.330
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 40CTZ ELECTRICAL TECH(S):1028 INTERNAL
 CUSTOMER STATES THE ON-STAR SYSTEM SHUT-DOWN WHILE DRIVING.
 CHECK AND ADVISE.
 NO PROBLEM FOUND
 SCAN FOR CODES-NONE. CHECK FUNCTION OF ONSTAR. OK AT THIS T
 TIME

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14CTZ 27 POINT INSPECTION TECH(S):1028 WARRANTY
 PERFORM GM MULTI-POINT INSPECTION FOR VEHICLE STATE OF
 HEALTH
 PERFORMED MULTI-POINT VEHICLE INSPECTION/SEE ATTACHED REPORT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 JOB # 1 38952 D931496 02/07/11 RENTAL
 TOTAL - SUBLET INTERNAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 1 DED GMPP DEDUCTIBLE 305719 100.00
 JOB # 1 RC RENTAL COUPON INTERNAL 100.00
 TOTAL - MISC 100.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$100.00 (+TAX)

COMMENTS-----
 GMPP / 72/60 MAJOR GUARD / \$100.00 DOLLAR DEDUCTIBLE.
 RDJ-INV/CLSD

RECOMMENDATIONS-----
 RECOMMENDED SERVICE;
 CUSTOMER DECLINED TO REPLACE BATTERY, \$168.00 + TAX
 CUSTOMER DECLINED TO REPLACE LEFT FRONT DOOR HANDLE, \$366.00 + TAX

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR # ARD 011537 • EPA # CAD 981452097

The Reynolds and Reynolds Company ERAINTIVE C0663474.Q (08/10)