

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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
AUG 29 2011
29-JUL-2011

Repository
Reference No.
10415620

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City WINCHESTER State VA 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 [Redacted] Make **GMC** Model **YUKON XL** Model Year **2002**

Date Purchased **12-31-01** Dealer's Name and Telephone Number **1-GKFK16202J [Redacted]** Engine: No: Cylinders **V8** Fuel Type: **Gas**

Original Owner Dealer's City **MANASSAS** State **VA** Zip Code [Redacted]

Transmission Type **Automatic** Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) **23-JUL-2011 - 2nd time**
7-28-10 - 1st time

see attached in volume

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage 129000 Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 2002 ~~CHEVROLET~~ ^{GMC} YUKON XL. THE CONTACT STATED THAT WHEN DEPRESSING THE BRAKES THEY EXTENDED TO THE FLOOR AND ALL OF THE FLUID LEAKED OUT. THE VEHICLE WAS TAKEN TO A DEALER WHO ADVISED HIM THAT ALL OF THE BRAKE LINES WERE COMPLETELY COVERED WITH RUST AND NEEDED TO BE REPLACED. THE BRAKE LINES WERE REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS APPROXIMATELY 129,000. THE VIN WAS UNAVAILABLE.

RUSTED THROUGH

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.



KERN MOTOR COMPANY, Inc.

2110 Valley Avenue
WINCHESTER, VIRGINIA 22601
Tel. (540)-667-1500 or 1-800-662-5376
www.kernmotorco.com



Re: Brake lines & calipers replaced, except for left rear brake line that was replaced @ ~~9/28/10~~ on 7-28-10

CUSTOMER NO. 13708	ADVISOR SCOTT ARMEL	TAG NO. 92	INVOICE DATE 08/02/11	INVOICE NO. GCCS34922
WINCHESTER, VA	LABOR RATE 89.00	LICENSE NO.	MILEAGE 130,127	COLOR PEWTER/
	YEAR / MAKE / MODEL 02/GMC/YUKON		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K F K 1 6 Z 0 2 J		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/25/11	
BUSINESS PHONE	COMMENTS	MO: 130138		

LABOR & PARTS
1 11PNZ0DB **DIAG STAND BRAKES HOURS: 10.50 TECH(S):21 22 934.50**

"CUSTOMER STATES" BRAKES WENT OUT ON CUSTOMER, WHILE DRIVING CUSTOMER NOTICES BRAKE LEAK. VEHICLE TOWED IN ALL BRAKE LINES WERE RUSTED AND CONNECTIONS. FRONT CALIPERS WERE RUSTED TO THE POINT BLEEDER VALVES WERE INOP. REMOVED AND REPLACED RIGHT REAR BRAKE LINE. REMOVED ALL BRAKE LINES EXCEPT LEFT REAR WHICH HAD BEEN REPLACED ABOUT A YEAR AGO. MADE BRAKE LINES FOR VEHICLE AND FITTED. REMOVED AND REPLACED BOTH FRONT CALIPERS AND ADDED FLUID. BLEED ALL BRAKE LINES. ROAD TESTED AND VERIFIED REPAIR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	813-5455	BRAKELINE	8.04	8.04
JOB # 1	2	8	BRK FLUID	3.98	7.96
JOB # 1	1	15772883	HOSE 4.680	52.38	52.38
JOB # 1	1	BLC-425	TUBING	30.99	30.99
JOB # 1	1	BLC-425	TUBING	30.99	30.99
JOB # 1	2	121004	FITTING	2.46	4.92
JOB # 1	2	123400	FITTING	5.34	10.68
JOB # 1	4	8	BRK FLUID	3.98	15.92
JOB # 1	5	18-4	TIE STRAP	0.14	0.70
JOB # 1	1	25848000	CALIPER 4.667	231.22	231.22
JOB # 1	1	25848001	CALIPER K 4.667	231.22	231.22
JOB # 1	1	15882779	HOSE 4.680	46.20	46.20
JOB # 1	1	15882780	HOSE 4.680	47.42	47.42
JOB # 1	1	8	BRK FLUID	3.98	3.98
JOB # 1 TOTAL PARTS					722.62
JOB # 1 TOTAL LABOR & PARTS					1657.12

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER/DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND KERN MOTOR CO., INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

*Total Invoice
↓
+ 108.01 = \$ 1,765.13*

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		32.71
JOB # 1	SC	SENIOR CITIZEN		-82.86
TOTAL - MISC				-50.15

Always Bring Your Car Here For Factory Authorized Service

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WINCHESTER, VIRGINIA 22601
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CUSTOMER NO. 13708	ADVISOR JORDAN	TAG NO. 6	INVOICE DATE 07/28/10	INVOICE NO. GCCS27791
[REDACTED] WINCHESTER, VA [REDACTED]	LABOR RATE 85.00	LICENSE NO.	MILEAGE 121,470	COLOR PEWTER/
	YEAR / MAKE / MODEL 02/GMC/YUKON			DELIVERY DATE
	VEHICLE I.D. NO. 1 G K F K 1 6 Z 0 2 J			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.		R. C. DATE 07/28/10
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				MO: 121470

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
J# 1 03PNZ ENGINE REPAIRS			HOURS: TECH(S): 23 8		85.00
"CUSTOMER STATES" BRAKE LT IS ON. . . FOUND LEAK, EITHER DIFF. FLUID OR BRAKE FLUID.					
CHECKED OUT AND FOUND LEFT REAR BRAKE LINE WAS RUSTED & LEAKING.					
REPLACED LEFT REAR BRAKE LINE.					
PARTS					
JOB # 1	1	813-5457	BRK LINE	11.12	11.12
JOB # 1	2	8	BRK FLUID	3.98	7.96
JOB # 1 TOTAL PARTS					19.08
JOB # 1 TOTAL LABOR & PARTS					104.08
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES			2.98
TOTAL - MISC					2.98
TOTALS					
*****					TOTAL LABOR.... 85.00
* [] CASH [] CHECK CK NO. [] *					TOTAL PARTS.... 19.08
* [] CREDIT CARD [] CHARGE *					TOTAL SUBLET... 0.00
*****					TOTAL G.O.G.... 0.00
					TOTAL MISC CHG. 2.98
					TOTAL MISC DISC 0.00
					TOTAL TAX..... 0.95

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YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW WEEKS IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT EITHER SERVICE MANAGER LIZ RUTHERFORD OR OWNER RICK KERN

TOTAL INVOICE \$ 108.01

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST

CUSTOMER SIGNATURE _____

*Always Bring Your
Car Here For
Factory Authorized
Service*

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