INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

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 | 100648 |
|---|---|
| Date Received: 13-OCT-2011 | Repository ☐ |
| | Reference No.: 10430051 |

## OWNER INFORMATION (Type or Print)

| | | | |
|---|---|---|---|
| Name | [redacted] | Daytime Telephone Number | E-mail Address |
| Address | [redacted] | [redacted] | [redacted] |
| City: BRIDGEPORT | State: CT | Zip Code: [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 | Make | Model | Model Year |
|---|---|---|---|
| 1GBHC24U83E[redacted] | CHEVROLET | SILVERADO 2500 HD | 2003 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: | Fuel Type: |
|---|---|---|---|---|---|
| 12/2003 | Wilton Motors 203-762-3368 | | | No: Cylinders 6 | REGULAR |
| Original Owner ☒ | Dealer's City: Wilton, CT 06897 | State: CT | Zip Code: 06897 | | |

| Transmission Type | | | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| | ☐ Antilock Brakes<br>☐ Cruise Control | Powertrain | | 11-OCT-2011 |

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

| Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC | Failure Mileage | Failure Speed |
|---|---|---|
| | 69871 | 35 |

## 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 | 0 | 0 | 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 CHEVROLET SILVERADO 2500 HD. THE CONTACT STATED THAT THE BRAKE LINE CORRODED, CAUSING THE BRAKES TO FAIL WHILE DRIVING 35 MPH. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC WHO INSPECTED THE BRAKES AND ADVISED THE CONTACT THAT THE BRAKE LINE WAS CORRODED. THE BRAKE LINE WAS REPLACED AT THE OWNERS EXPENSE. THE DEALER WAS NOTIFIED WHO STATED THERE WERE NO RECALLS FOR THE VEHICLE AND OFFERED NO ASSISTANCE. THE MANUFACTURER WAS NOTIFIED WHO OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 69,871.

COMMENT; ACCORDING TO (AAA) AND (MECHANICS) THEY HAVE BEEN OVERWHELMED WITH BRAKE LINE FAILURES. THIS IS A VERY SERIOUS LIFE THREATING PROBLEM IN MY CASE THEY ONLY LASTED 8 YEARS. IT SOUND LIKE A NOTICE SHOULD BE SENT OUT TO PEOPLE TO CHANGE THESE LINES AFTER 6 OR 7 YEARS. WHAT DO YOU THINK? [redacted]

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 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.**

# WC AVE. SERVICE CENTER DBA WOODAVE BODY SHOP INC. 340 WOOD AVE BRIDGEPORT CT. 06605 PHONE 203-333-4525 FAX 203-3674428

**Customer:** [redacted]
**Address:**
**City, State:** Bridgeport, CT
**Day Phone:** [redacted]
**Night Phone:**
**Fax:**
**Estimate Ref:** 201326
**Date:** October 13, 2011
**Time:** 11:21 AM

**Service Writer:** DONALD RODGERSON
**Service Tech:** DON R

**VID:** 1GBHC24U83E[redacted]
**Mileage:** 70612LIC..[redacted]

**Vehicle:** 2003 Chevy Truck C 2500 Truck 2WD V8-6.0L VIN U

| Description | Part #/Labor Rate | Qty | Price/Time | Extended |
|---|---|---|---|---|
| NO BRAKES / BRAKE LINE ROTTED | | | | |
| REPLACE BRAKE LINES | | 1 | 89.76 | 89.76 |
| REPLACE FITTINGS | | 2 | 5.37 | 10.74 |
| BRAKE FLUID | | 1 | 10.49 | 10.49 |
| MAKE UP BRAKE LINES & SECURE | Labor 80.00 / hr | 1 | 6.00 | 480.00 |

| | | |
|---|---|---|
| **Labor Total** | | 480.00 |
| **Parts Total** | | 110.99 |
| **Sub-Total** | | 590.99 |
| **Labor Tax** | 6.35% | 30.48 |
| **Parts Tax** | 6.35% | 7.05 |
| **Tax Total** | | 37.53 |
| **Total** | | $ 628.52 |

I HERE BY AUTHORIZ THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NESSARY MATERIALS,AND HERE BY GRANT YOU AND YOUR EMPLOYEES TO OPERATE THE CAR OR TRUCK HERIN DESCRIBED ON THESTREETS, HIGHWAYS, OR ELSEWARE FOR THE PURPOSE OF TESTING OR INSPECTION. AN EXPRESS MECHANICLEAN IS ACKNOWLEDGE ON THE ABOVE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THERE TO. NOT RESPONSIBLE FOR CARS OR CONTENTS IN CASE OF FIRE OR THEFT. STORAGE WILL BE ADDED TO UNPAID BALANCE OR UNCOLLECTIBLE FUNDS AFTER 30 DAYS

Don V18P
10/13/11

Signature

Date

# WOOD AVE. SERVICE CENTER DBA WOODAVE BODY SHOP INC. 340 WOOD AVE BRIDGEPORT CT. 06605 PHONE 203-333-4525 FAX 203-3674428

**Customer:** [redacted]
**Address:**
**City, State:** Bridgeport, CT [redacted]
**Day Phone:** [redacted]
**Night Phone:**
**Fax:**
**Estimate Ref:** 201343
**Date:** October 25, 2011
**Time:** 01:03 PM

**Service Writer:** DONALD RODGERSON
**Service Tech:** DON R

**VID:** 1GBHC24U83E[redacted]
**Mileage:** 70933 LIC.. [redacted]

**Vehicle:** 2003 Chevy Truck C 2500 Truck 2WD V8-6.0L VIN U

| Description | Part #/Labor Rate | Qty | Price/Time | Extended |
|---|---|---|---|---|
| REPLACE BRAKE LINE FROM ANTI LOCKE BRAKE CONTROL TO REAR BRAKE HOSE ASSY | | 1 | 44.88 | 44.88 |
| REPLACE REAR BRAKE HOSE CUPPLER | | 1 | 38.56 | 38.56 |
| REPLACE TWO REAR BRAKE LINES TO HOSE CUPPLER | | | | |
| REPLACE BRAKE LINES TO REAR BRAKES WHEELER CYLINDERS | | | | |
| REPLACE CUPPLER FLEX HOSE | | | | |
| BLEED BRAKE SYSTEM & ROAD TEST | | | | |
| ADJUST E- BRAKE | | | | |
| SCAN ENGINE FOR CODES / NO CODES FOUND | | | | |
| NOTE ROUGHT IDLE WHEN FIRST STARTING / POSSIBLE NEED FOR SPARK PLUG REPLACEMENT | | | | |
| TOTAL LABOR HOURS | Labor 80.00 / hr | 1 | 6.00 | 480.00 |

| | | |
|---|---|---|
| **Labor Total** | | 480.00 |
| **Parts Total** | | 83.44 |
| **Sub-Total** | | 563.44 |
| **Labor Tax** | **6.35%** | 30.48 |
| **Parts Tax** | **6.35%** | 5.30 |
| **Tax Total** | | 35.78 |
| **Total** | | $ 599.22 |

I HERE BY AUTHORIZ THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NESSARY MATERIALS,AND HERE BY GRANT YOU AND YOUR EMPLOYEES TO OPERATE THE CAR OR TRUCK HERIN DESCRIBED ON THESTREETS, HIGHWAYS, OR ELSEWARE FOR THE PURPOSE OF TESTING OR INSPECTION. AN EXPRESS MECHANICLEAN IS ACKNOWLEDGE ON THE ABOVE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THERE TO. NOT RESPONSIBLE FOR CARS OR CONTENTS IN CASE OF FIRE OR THEFT. STORAGE WILL BE ADDED TO UNPAID BALANCE OR UNCOLLECTIBLE FUNDS AFTER 30 DAYS

[redacted]
Signature

10/29/11
Date

10-28-11

Dear Mr. Reid.

Please except the information on the following pages.

Ref. Brake lenir
Chevrolet Silverado 2500HD

Sincerely,

[redacted]

Bpt. of [redacted]

[redacted]
BRIDGEPORT, CT [redacted]

HARTFORD CT 06101
2011 OCT 29

U.S Dept of Transportation.
Chief Randy Reid.
1200 New Jersey Ave. SE
Washington, DC. 20590
W48-308 NVS-200 for