

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

 Baltimore, Maryland 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 JUN - 5 2012 24-APR-2012		Repository ☐ Reference No. 10456282	
OWNER INFORMATION (Type or Print) Name Address City BALTIMORE State MD Zip Code				Daytime Telephone Number Evening Telephone Number		E-mail Address	
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 2GCEK19T631				Make CHEVROLET		Model SILVERADO	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2003	
Original Owner ☐		Dealer's City		State Zip Code		Engine: No: Cylinders	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 20-APR-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC <i>LINE tubing</i>						Failure Mileage 35000	
Failure Speed 55-60							
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 2003 CHEVROLET SILVERADO. THE CONTACT WAS DRIVING 55 MPH AND APPLIED THE BRAKES WHEN THE BRAKE PEDAL WAS ABNORMALLY DEPRESSED INTO THE FLOORBOARD. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED THAT THE BRAKES LINES COMPLETELY RUSTED AND FRACTURED. THE DEALER STATED THAT THE FAILURE WAS MOST LIKE LY CAUSED BY THE ROAD SALTS USED IN THE WINTER. THE FAILURE AND THE CURRENT MILEAGES WERE 35,000.							
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)

I HAVE ALL BRAKE LINE

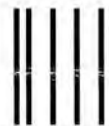
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

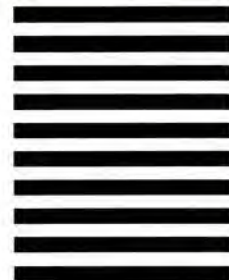
FIRST-CLASS MAIL

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**



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

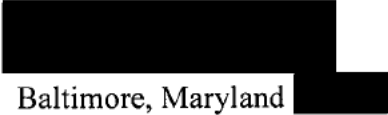
or call:

**Vehicle Safety Hotline
888-327-4236**



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

May 23, 2012


Baltimore, Maryland

US Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NVS-210
1200 New Jersey Ave. S.E.
Washington D.C. 20077-9382

Reference 10456282

On April 12, 2012, at approximately 11:00 am, while I was traveling on the outer loop of I695, I began to take Exit 83N at a speed of aprox. 55-60mph.

When I applied the brakes, the peddle went all the way to the floor with no stopping power.

The traffic was light enough to provide ample room to gradually decelerate and coast to the shoulder of the road.

When I came to a complete stop and was able to exit my truck, I opened the hood to find brake fluid everywhere!

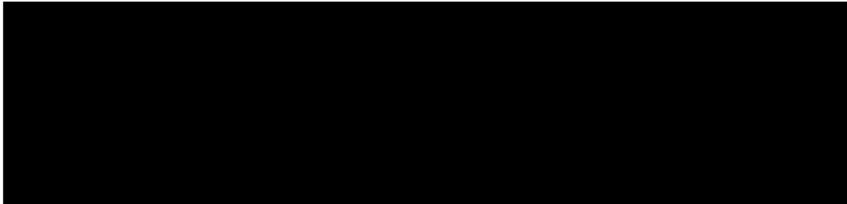
My vehicle was towed to Bob Bell Chevrolet in Dundalk, Md.

The mechanic reported that the brake line was so rusted that it broke in place.

All brake lines had to be replaced. (See enclosed pictures and copies of receipts.)

Note: I do have the original parts (replaced brake lines) in my possession.

Thank you for your attention.



CUSTOMER #: 116479

39642

BOB BELL OF ESSEX



INVOICE

Bob Bell
Nissan-Kia7900 Eastern Ave.
Baltimore, Maryland 21224
PH: (410) 288-2500Bob Bell Chevrolet
of Baltimore1 Kane Street
Baltimore, Maryland 21224
PH: (410) 633-9000

BALTIMORE, MD

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HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 74555 ROBIN SIERAKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	03	CHEVROLET SILVERADO	2GCEK19T631		35244/35244	T5219	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 27APR12		99.95	VMC	27APR12
R.O. OPENED		READY	OPTIONS: ENG:5.3 Liter MFI Iron				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

					* [] CASH [] CHECK Check Num		*
					* [] VISA [] MASTERCARD [] DISCOVER		*
					* [] AMER XPRESS [] OTHER [] CHARGE		*
					*		*
					* INITIALS		*

424415805888
BOB BELL OF ESSEX
1 KANE ST
BALTIMORE, MD 21224
4106339000

Ref #: 006

Term ID: 008

Sale

XXXXXXXXXX
VISA

Entry Method: Swiped

04/27/12

12:48:57

Inv #: 039642

Appr Code: 08631C

Apprvd: Online

Batch#: 118001

Total:

\$ 1,718.16

Customer Copy

BOB BELL CHEVROLET
PAID - SERVICE DEPT
APR 27 2012
THANK YOU !!
WE APPRECIATE YOUR BUSINESS

Maryland House Bill 1057

THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

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)

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (NHTSA) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

LIMITED WARRANTY

PARTS AND SERVICE ARE WARRANTED 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. FOR SPECIFIC WARRANTY - SEE OTHER SIDE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1399.30
PARTS AMOUNT	260.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	39.95
TOTAL CHARGES	1700.11
LESS INSURANCE	0.00
SALES TAX	18.05
PLEASE PAY THIS AMOUNT	1718.16

[REDACTED]
Baltimore, Maryland [REDACTED]

REF. NO.

10456282

05/13/2012

Baltimore, Maryland

REF. No

10456282

05/13/2012



Baltimore, Maryland

REF WU.

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05/13/2012

[REDACTED]
Baltimore, Maryland [REDACTED]

Ref. No.
10456282



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Baltimore, Maryland [REDACTED]

REF No.
10456282

05/13/2012