INFORMATION Redacted PURSUANT TO THE FREEDOM OF 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	Repository ☐
MAR 14 2013 05-NOV-2012	Reference No. 10483337

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
City GLEN VIEW	State IL	Zip Cod[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
1GNEC16Z14J[redacted]	CHEVROLET	SUBURBAN 1500	2004

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
2/28/2004	JENNINGS CHEVROLET, INC			8	GAS
Original Owner ☒	Dealer's City GLENVIEW	State IL	Zip Code 60025		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTOMATIC	☑ Antilock Brakes ☑ Cruise Control			02-NOV-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
BRAKE LINES Rusted so bad BRAKE Fluid LINES blew out AND Fluid ran out. THESE brake LINES Should be MADE From STAINLESS STEEL. NOT CHEAP STEEL	106000	25

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 2004 CHEVROLET SUBURBAN 1500. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH AND DEPRESSING THE BRAKES, THE PEDAL WENT STRAIGHT TO THE FLOOR BOARD. THE CONTACT IMMEDIATELY PUT HIS EMERGENCY BRAKES ON TO AVOID A CRASH. THE VEHICLE WAS NOT INSPECTED BY A DEALER OR AN INDEPENDENT MECHANIC. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE AND CURRENT MILEAGE WAS APPROXIMATELY 106,000. THIS VEHICLE WAS INSPECTED by A DEALER BEFORE + AFTER INCIDENT. AFTER I ALSO TOOK PICTURES OF RUSTED BRAKE LINES + SAVED OLD PARTS AFTER REPAIR by BILL BUCK CHEVROLET IN VENICE, FLORIDA 34293 AT A COST OF $1,114.83.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

BILL BUCK CHEVROLET, INC.

2324 S. TAMIAMI TRAIL VENICE, FLORIDA 34293

PARTS & SERVICE HOURS
Monday - Friday 7:30 am - 5:30 pm

Telephone:
941-493-5000
1-800-448-2825

Visit our web site for internet specials at
www.billbuckchevrolet.com

Motor Vehicle Repair Shop Registration #MV-14126

CUSTOMER #: 4888656

329743

INVOICE

PAGE 1

[redacted]

NOKOMIS, FL [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 90 GEORGE MATT WAGONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	04	CHEVROLET SUBURBAN	1GNEC16Z14J[redacted]		107633/107633	T704

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11FEB04 DD		11FEB2007	17:00 09NOV12			CASH	09NOV12

R.O. OPENED	READY	OPTIONS: DLR:26061 ENG:5.3_Liter_MFI_Iron_Flex_Fuel
05NOV12	09NOV12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S BRKAE PEDAL GOES TO THE FLOOR			
30 MISC LABOR			
91 CPC		950.00	950.00
1 P054106 BRAKE LINES	158.23	158.23	158.23
1 12345BF BRAKE FLUSH	24.00	24.00	24.00
1 19299818 FLUID	8.77	8.77	8.77
-1 CUSTOMER GOODWILL PARTS DISCOUNT	19.10	19.10	-19.10
DISCOUNT 10% DISCOUNT COUPON ATTACHED			
91 CPC		-95.00	-95.00
PARTS: 171.90 LABOR: 855.00 OTHER: 0.00		TOTAL LINE A:	1026.90
INSPECT FOR BRAKE FLUID LEAK. BOTH REAR BRAKE LINES RUSTED AND BLEW OUT, TWO FRONT BRAKE LINES SAME AND LINES FROM MASTER CYLINDER SEVERELY RUSTED. REPLACE BOTH REAR METAL LINES FROM ABS UNIT, REPLACE TWO FRONT LINES FROM ABS UNIT AND LINES FROM MASTER TO ABS UNIT. BLEED MASTER AND ENTIRE BRAKE SYSTEM ROADTEST.			
**********			
B GM MULTI-POINT VEHICLE INSPECTION			
20M GM MULTI-POINT VEHICLE INSPECTION			
91 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			15.00

☐ CASH
☐ VISA
☐ MASTERCARD
☐ CHECK
☐ AMEX
☐ DISCOVER

THANK YOU FOR TRUSTING US WITH YOUR SERVICE

11-9-12
DATE

Sherrell
READ BY

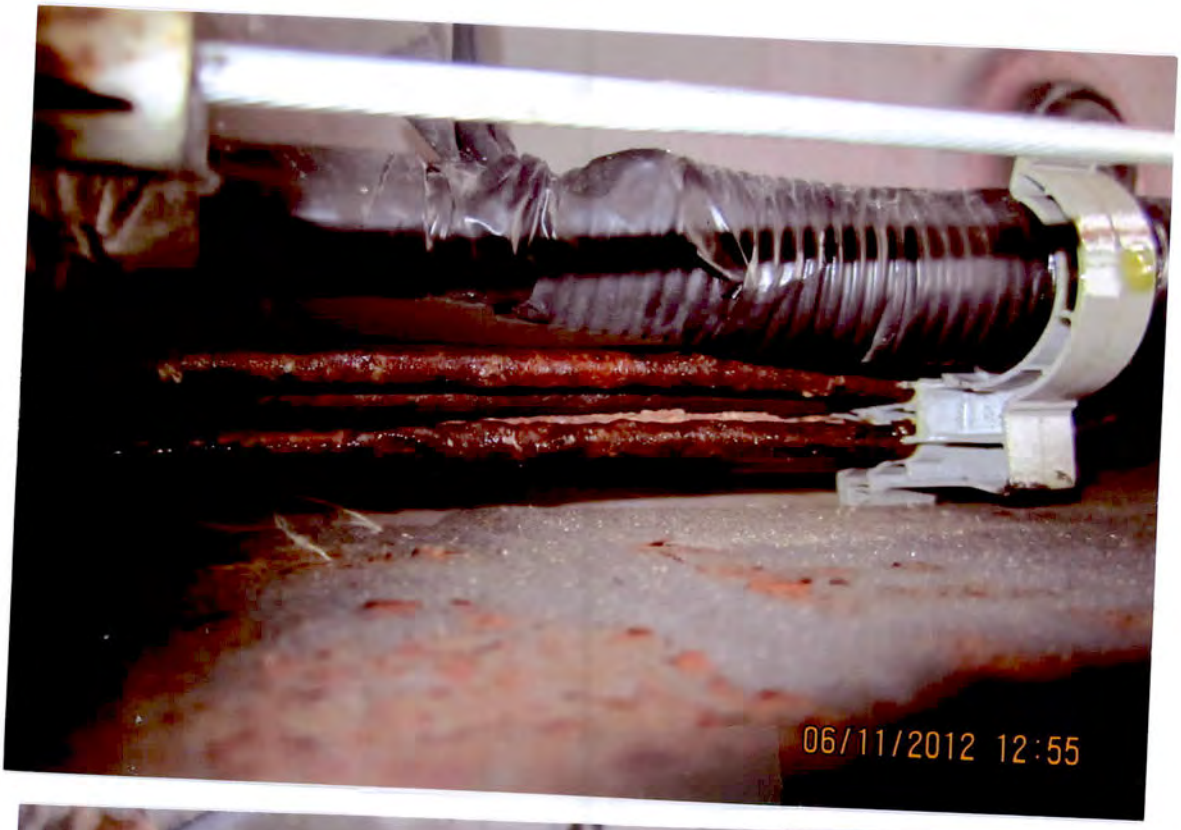
STATEMENT OF DISCLAIMER

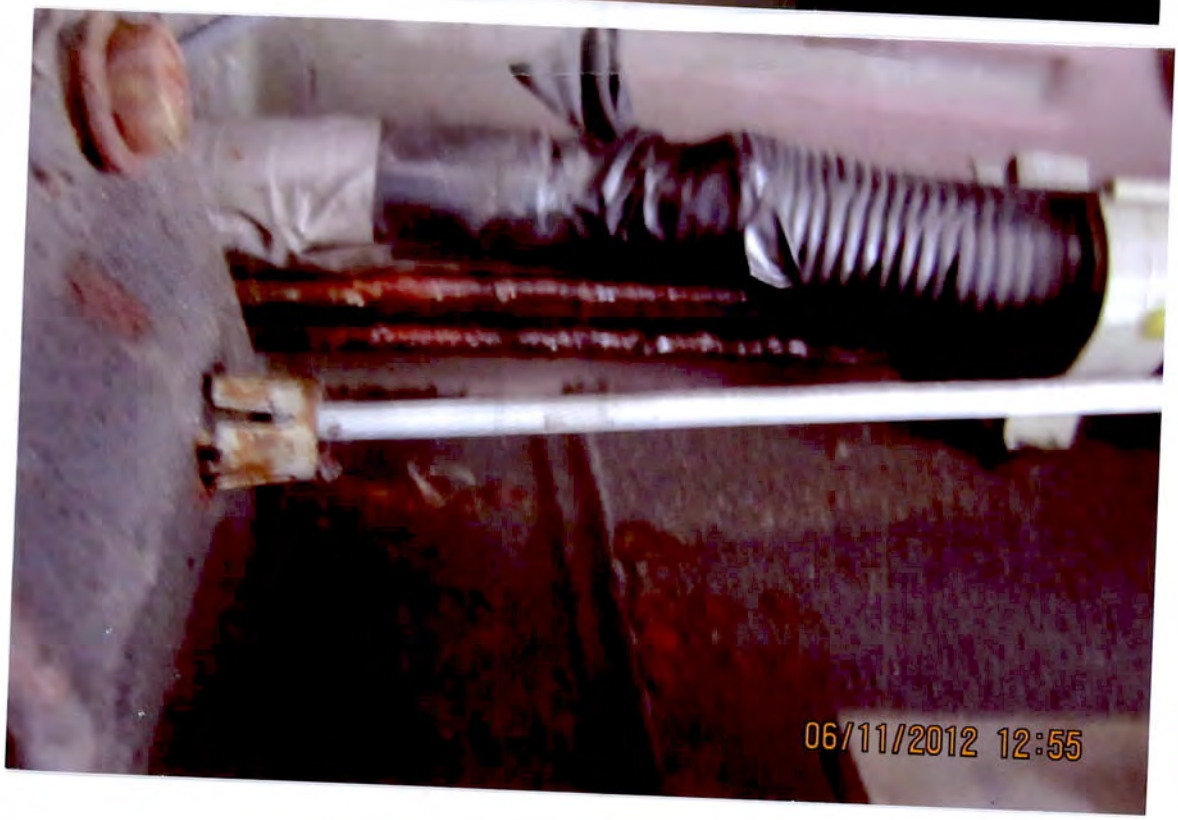
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	855.00
PARTS AMOUNT	171.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1041.90
LESS INSURANCE	0.00
SALES TAX	72.93
PLEASE PAY THIS AMOUNT	1114.83

CUSTOMER COPY


06/11/2012 12:55


06/11/2012 12:55

[redacted]
Glenview, IL [redacted]

TAMPA FL 335
SAINT PETERSBURG FL
26 FEB 2013 PM 3 L

USA
Liberty
FOREVER

US DEPARTMENT of TRASPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVENUE SE.
WASHINGTON, DC 20077-9382

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