

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>24-SEP-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10545126</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>TROY</p>	<p>State</p> <p>MI</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1GNEL19W3YB [REDACTED]</p>		<p>Make</p> <p>CHEVROLET</p>	<p>Model</p> <p>ASTRO</p>	<p>Model Year</p> <p>2000</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine:</p> <p>No: Cylinders 6</p>	<p>Fuel Type:</p> <p>REGULAR</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>	<p>4.3L</p>	
<p>Transmission Type</p> <p>AUTOMATIC</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>ALL WHEEL DRIVE</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>01-NOV-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), BRAKES (PWS)</p>			<p>Failure Mileage</p> <p>82257</p>	<p>Failure Speed</p> <p>25</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2000 CHEVROLET ASTRO VAN. THE CONTACT STATED THAT FUEL FUMES WERE EMITTED INTO THE VEHICLE. AFTER INSPECTING THE VEHICLE HE NOTICED THAT THERE WAS A FUEL LEAK. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE FUEL LINES WERE SEVERELY CORRODED AND NEEDED TO BE REPLACED. IN ADDITION, THE CONTACT STATED THAT WHILE DRIVING 25 MPH, HE ATTEMPTED TO ENGAGE THE BRAKES BUT THE BRAKE PEDAL SUNK INTO THE FLOOR BOARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO DIAGNOSED THAT THE BRAKES LINES WERE ALSO CORRODED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 82,257 AND THE CURRENT MILEAGE WAS 88,000.</p> <p>8/16/11 ALSO, RUST CAUSED ABS TO ENGAGE AT LOW SPEEDS ON DRY PAVEMENT CAUSING VEHICLE TO CONTINUE MOVING EVEN WITH THE BRAKE PEDAL FULLY DEPRESSED. THE RESULT WAS NUMEROUS NEAR MISSES WITH OTHER VEHICLES IN PARKING LOTS.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					



www.mikesavoie.com

Mike Savoie Chevrolet

1900 W Maple Rd
P.O. Box 520
Troy, MI 48099
(248) 643-8000
Fax (248) 649-3007

Since 1966

Service Hours:
Mon. 7:00am - 9:00pm
Tue. - Fri. 7:00am - 6:00pm

E-mail: service@mikesavoie.com

Registration # F-101601
State Reg # F101601

24549

TROY		MI		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1GNEL19W3YB		82072	11/02/11	24549
		YEAR	MAKE	MODEL		COLOR		TAG NO.
		00	CHEVROLET	ASTRO		GREY		00667
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
190680					00/00/00	887	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
95.00	12/30/00		82072	10/27/11	00/00/00	4.3L V6 FI OHV 12V N		

A 10% LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE ITEMS : NUTS, BOLTS, WASHERS, TAPE, AERO-SPRAY, SOLVENTS, CLEANERS, RAGS, SOLDER, WIRE, PINS

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
B +	Com REVISION #					
	PERS-CONT:					
	DAT10-28-11		TIM9;20		AUTH TO REPLACE GAS LINES	
	AND MODULE \$2000.00 SS#3048					
Cor BY:	COMMENTS:					
	EST		C13		Line Total.....	

C13 ROLANDO; CHRIS	M246788	LINE: A
Parts		1011.39
SHOP SUPPLIES		10.00
Sales Tax		62.18
Labor		570.00
Parts-Other		15.00
TOTAL-CUST-CASH		1668.57



CUSTOMER COPY - PAGE 02

<p>STATEMENT OF DISCLAIMER</p> <p>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.</p> <p>_____</p> <p>CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.</p> <p>_____</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
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24549

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Fax (248) 649-3007

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
TROY MI [REDACTED]		1GNEL19W3YE [REDACTED]		82072	11/02/11	24549
YEAR	MAKE	MODEL	COLOR	TAG NO.		
00	CHEVROLET	ASTRO	GREY	00667		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
190680		[REDACTED]	[REDACTED]		00/00/00	887
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
95.00	12/30/00		82072	10/27/11	00/00/00	4.3L V6 FI OHV 12V N

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com						
FLUID LEAK; GAS LEAK \$95.00 GAS LINES ARE LEAKING CUST WANTS ALL RUSTED LINES REPLACED						
Cau						
FUEL LINE FROM FILTER TO PUMP RUSTED THROUGH AND LEAKING						
Cor						
INSPECT FOR FUEL LEAK. NECESSARY TO REMOVE FUEL TANK. REPLACE ALL 3 STEEL FUEL SYSTEM LINES FROM FILTER/RETURN JUNCTION/ VENT JUNCTION TO PLASTIC FUEL SUPPLY LINES. REPLACE RETURN AND VENT PLASTIC LINES TO PUMP. EXTRACT FUEL SUPPLY LINE FROM PLASTIC LINE. REPLACE FUEL PUMP AND RETAINING RING. REINSTALL FUEL TANK AND REFILL. RUN VEHICLE AND INSPECT FOR LEAKS. NO FURTHER LEAKS AT THIS TIME. APPLIED UNDERCOATING TO LINES TO FRONT OF VEHICLE.						
	0610		C13		C	570.00
		25691383	CAM F/SDR	1	C	6.38
		19180092	*MODULE KI	1	C	455.60
		15026029	HOSE	1	C	116.24
		OVN FREIGHT		1	C	15.00
		15728611	PIPE	1	C	132.02
		15728612	PIPE	1	C	78.71
		15728613	PIPE	1	C	57.10
		15129024	HOSE	1	C	128.56
		15999105	HOSE	1	C	36.78
Line Total.....						1596.39

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



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25584

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Troy, MI 48099
(248) 643-8000
Fax (248) 649-3007

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
TROY MI [REDACTED]		1GNEL19W3YB [REDACTED]		82257	11/18/11	25584
YEAR	MAKE	MODEL	COLOR	TAG NO.		
00	CHEVROLET	ASTRO	GREY	00522		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
190680	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	00/00/00	887
TERMS	CASH					
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
95.00	12/30/00		82257	11/18/11	00/00/00	4.3L V6 FI OHV 12V N

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com ENGINE MECH/TRUCK; INSTALL FUEL FILLER NECK . \$142.50 NOTE CUST PURCHASED PART HERE						
Cor NECESSARY TO INSTALL FUEL TANK FILLER NECK. REFILL WITH FUEL TAKEN OUT PREVIOUSLY. INSPECT FOR LEAKS, ALL OK.						
	06		C13		C	142.50
Line Total.....						142.50

C13 ROLANDO; CHRIS

M246788

LINE: A

SHOP SUPPLIES	10.00
Sales Tax	.60
Labor	142.50
Disc. Labor	14.25-
TOTAL-CUST-CASH	138.85



PAID

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NORTHERN REPAIR INC SINCE 1970
 27201 WOODWARD AVE
 BERKLEY, MI. 48072
 Phone - 248-548-9666

INVOICE

25093

CAR CARE CLUB
SAVINGS \$417⁰⁰

INVOICE

Print Date : 07/26/2012

2000 Chevrolet - Astro

4.3L, V6, VIN (W)

Lic # : [REDACTED]

Odometer In : 89461

Unit # :

Vin # : 1GNEL19W3YB [REDACTED]

Hat # :

Troy, MI [REDACTED]

Cellular [REDACTED] --- Home [REDACTED]

Cust ID : 12724

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Rear Brake Drum	2.00	66.31	132.62	Fabricate and install new steel brake lines	520.79
Rear Brake Shoes	1.00	47.03	47.03	Install new rear brake shoes, hardware, drums and wheel cylinders.	196.74
Rear Brake Wheel Cyl	2.00	18.09	36.18	PINION SHAFT SEAL - Remove & Replace - AWD	124.99
All-in-One Brake Drum Hdwr Kit	1.00	17.10	17.10	***Discount***	
3/16 Brake line	1.00	29.63	29.63	10.00% off parts, 10.00% off labor	
1/4" Brake line	1.00	29.63	29.63		
Line fittings / Misc	1.00	17.50	17.50		
Brake Fluid	1.00	11.77	11.77		
Pinion Seal	1.00	46.14	46.14		
Axle fluid	1.00	14.31	14.31		
Shop Supplies		39.73	39.73		



THANK YOU
It's a pleasure to do business with you!

[Technicians : Warren, Andrew M256829]

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor:	842.52
Parts:	421.64
Sublet:	0.00
Discount:	-122.44
Sub:	1,141.72
Tax:	23.01
Total:	1,164.73
Bal Due:	\$1,164.73

SIGNATURE..... Date..... Time.....



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21298

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
TROY MI [REDACTED]		1GNEL19W3YE [REDACTED]		80881	08/17/11	21298
YEAR	MAKE	MODEL	COLOR	TAG NO.		
00	CHEVROLET	ASTRO	GREY	00801		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
190680		[REDACTED]	[REDACTED]		00/00/00	887
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
95.00	12/30/00		80881	08/16/11	00/00/00	4.3L V6 FI OHV 12V N

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	Com ANTI LOCK BRAKE SYST; ABS ACTIVATES PREMATURELY WHEN TURNING LEFT INTO PARKING SPACE SEE C.L. SEE HISTORY					
Cau	INSPECTED THE VEHICLE AND FOUND THE ABS ACTIVATES ON SOME TURNS. INSPECTED AND FOUND THE R F SENSOR OD DROPPING OFF AT 5 MPH,					
Cor	NECESSARY TO RPL AND CLEAN THE WHEEL BEARING WHERE THE SENSOR GOES INTO THE BEARING, RETEST DRIVE THE VEHICLE AND FOUND THE ABS IS WORKING AND NOT DROPPING ANY SIGNALS.					
	11		C50		C	190.00
		19181882	SENSOR	1	C	53.06
					Line Total.....	243.06

B +	Com REVISION #					
	PERS-CONT:					
	DATE 8-16-11		TIM4;20			AUTH TO REPLACE RT FRT
	WHEEL SPEED SENSOR \$260.76 PER TOM K.					
Cor	BY: COMMENTS:					
	EST		C50			
					Line Total.....	

C50 RUBIN;PHIL M247534 LINE: A

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21298

TROY MI [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1GNEL19W3YB [REDACTED]		80881	08/17/11	21298	
YEAR		MAKE		MODEL	COLOR	TAG NO.	
00		CHEVROLET		ASTRO	GREY	00801	
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
190680		[REDACTED]	[REDACTED]		00/00/00	887	CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
95.00	12/30/00		80881	08/16/11	00/00/00	4.3L V6 FI OHV 12V N	

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Parts	53.06
					SHOP SUPPLIES	10.00
					Sales Tax	3.78
					Labor	190.00
					TOTAL-CUST-CASH	256.84

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