

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 NOV 12 2013 27-SEP-2013	Repository <input type="checkbox"/>
Reference No. 10545625	

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	MULLICA HILL	State	NJ
Zip Code	[REDACTED]		
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
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 1GNEK13Z63R [REDACTED]	Make CHEVROLET	Model TAHOE	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 13-SEP-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 49149	Failure Speed 45
--------------------------------------	--------------------------	---------------------

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2003 CHEVROLET TAHOE. THE CONTACT STATED THAT WHILE DRIVING 45 MPH, HE DEPRESSED THE BRAKE PEDAL BUT THE BRAKES FAILED. THE CONTACT AVOIDED A COLLISION BY DRIVING ON A GRASSY AREA. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS WHERE IT WAS STATED THAT THE BRAKE LINES WERE CORRODED. THE MECHANIC STATED THAT THE BRAKE LINES WERE REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 49,149.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MILEAGE INDICATED ON THE DOT REPORT IS WRONG AND SHOULD READ 49,945

PRIOR TO BRAKE FAILURE INCIDENT, THERE WAS NO BRAKING ISSUES OR CONCERNS. THERE WAS NO EVIDENCE OF FLUID LEAKS IN MY DRIVEWAY. THIS WAS AN IMMEDIATE AND TOTAL FAILURE OF THE BRAKE SYSTEM

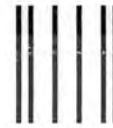
MY ISSUE IS THE LACK OF CONCERN FROM G.M. AND FEEL THEY SHOULD ISSUE A SERVICE ALERT BULLETIN TO PREVENT FURTHER ACCIDENTS AND POSSIBLE LOSS OF LIFE. ATTACH ADDITIONAL SHEETS IF NECESSARY

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**



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

2003 Tahoe

BORCHERS AUTO SERVICE

30982

Org. Est. # 056348

87 Coles Road
Blenheim, NJ. 08012
Phone - 856-227-8877 Fax -

INVOICE

Print Date : 09/13/2013

LAUREL LAWNMOWER SVC

2003 Chevrolet - Tahoe

5.3L, V8 (325CI), 4 speed Automatic 4L60E/M30, 4-Wheel /

Lic # : [REDACTED] Odometer In : 49,945

Unit # : [REDACTED] Odometer Out : 49,945

Vin # : 1GNEK13Z63R [REDACTED]

Hat # :

[REDACTED]
Blackwood, NJ [REDACTED]

Home [REDACTED] - Cellular [REDACTED]

Cust ID : 1285

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
1/4" BRAKE LINE PAC-425	1.00	55.00	55.00	TOW TOWING	75.00
BRAKE FLUID BRAKE FLUID	2.00	6.50	13.00	CHECK FOR NO BRAKES	486.00
BLEEDER SCREW 13949	2.00	5.00	10.00	FOUND ONE ROTTED BRAKE LINE AND 3 OTHERS RUSTED. REPLACE ALL FRONT BRAKE LINES AND BLEED.	
Shop Supplies		7.80	7.80	Hazardous Materials	10.00
				**** Taxes ****	
				<Your Tax Rates	40.73>

[Technicians : Sbarra, Frank]

Org. Estimate \$ 697.53 Revisions \$ 0.00 Current Estimate \$ 697.53

Labor:	\$571.00
Parts:	\$85.80
Sublet:	\$0.00
Sub:	\$656.80
Tax:	\$40.73
Total:	\$697.53
Bal Due:	\$697.53

18696
1081.66
4/14/13

[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 to 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 is 6 months and labor is 6 months. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

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

LAUREL LAWNMOWER SERVICE
 [REDACTED]
 BLACKWOOD, NJ [REDACTED]

Vehicle repair



663 MANTUA AVE. ROUTE 45 · WOODBURY, NJ 08096
 (856) 845-2020 · Fax (856) 845-5088
 www.barlowautogroup.com

SERVICE ADVISOR DANIELLE CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21AUG13	21AUG13		1GNEK13Z63R [REDACTED]	23828			21AUG13	148389
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
06:59	08:31	03 CHEVROLET TAHOE	[REDACTED]	VARI	01JAN03	207	591	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
49698	49702							

TECH.	TYRE	HOURS	LBS/PART	NET/CHG	TOTAL
A CUSTOMER STATES SERVICE 4WD LIGHT IS ON WHILE DRIVING (TSB 03-04-21-005) MISC SCANNED FAILURE CODES- C0300, C0327 & C0374 STORED IN HISTORY. PERFORMED 4WD FUNCTION TEST- OKAY. REFLASHED MODULE PER 03-04-21-005.					
67	CCT	1.00		110.00	110.00
B OIL CHANGE (CONVENTIONAL MOTOR OIL) - TRUCK					
LOFT OIL CHANGE (CONVENTIONAL MOTOR OIL) - TRUCK					
67	CCT	0.30		13.68	13.68
1	19210335	FILTER KIT	5.90	4.95	4.95
6	12345615	GOODWRENCH OIL	2.60	2.60	15.60

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

BARLOW BUICK GMC
 663 MANTUA AVE
 WOODBURY, NJ 08096

TERMINAL I.D. # 18625702
 MERCHANT # 02810019751062

08/21/13 9:59 AM

AMEX *****
 SALES TAX

SALE BATCH: 000348
 INU: 000005

AUTH: 508442
 PRN: 0000000

TOTAL \$154.33

DESCRIPTION	TOTALS
LABOR AMOUNT	123.68
PTS AMOUNT	20.55
F.O.S.OIL, LUBE	0.00
TABLET AMOUNT	0.00
SC. CHARGES	0.00
TOTAL CHARGES	144.23
LISS INSURANCE	0.00
SALES TAX	10.10
LEASE PAY	
TOTAL AMOUNT	154.33

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

BARLOW BUICK GMC
 663 MANTUA AVE. · ROUTE 45
 WOODBURY, NJ 08096
 (856) 845-2020

3M PARTS INSTALLED BY BARLOW BUICK PONTIAC
 GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

PAID
 AUG 21 2013