



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 ☐

NOV 15 2013
16-OCT-2013

Reference No.
10548170

OWNER INFORMATION (Type or Print)

Name

Address

City REDMOND

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

CHEVROLET

Model

KODIAK

Model Year

2006

Date Purchased

10 - -06

Dealer's Name and Telephone Number

BURTON CHEVROLET

Engine: 6.6

No: Cylinders 8

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

BURTON

State

WA

Zip Code

Transmission Type

ALISON 1000

☒ Antilock Brakes

Powertrain

Multiple Failure: 2

Incident Date(s)

1-28-08

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)

Failure Mileage
10000

Failure Speed
20 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

34,848 miles

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:

SIDE WALL AREA

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

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 2006 CHEVROLET KODIAK. THE CONTACT STATED THAT WHILE TRAVELING VARIOUS SPEEDS, A STRANGE NOISE WAS HEARD FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THAT THE CALIPER BRACKETS HAD BECOME DETACHED FROM THE VEHICLE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 10,000. THE VIN WAS UNAVAILABLE.

SEE DESCRIPTION ON SEPARATE SHEET

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

-NA-

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)

See ADDENDUM DATED 11-11-13

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



11-5-13

Current owner = [REDACTED]
Mailing = [REDACTED] Redmond Wa. [REDACTED]
Contact = [REDACTED]

Vehicle = 06 Kodiak C4500 6.6
Vin = 16F422883GB [REDACTED]
Date of 1st hearing = Jan, 2008
Date of identification = Aug, 2013
Date of repair = Sept, 2013
Ref # = 10548170

Re: Addendum to Wa St DOT vehicle owner questionnaire dated 10-16-13.

We bot a 06 Chevy in Oct of 2006 from Burien Chevy in Wash St. There is a dumper on the truck, it makes noises while the truck is in operation. 1st we eliminated the possibility of the dumper being a cause of the clank noises in late 2007.

We assumed steering linkages may be the cause. We were unable to locate any loose bolts or joints. At some point we narrowed down the noise mostly to backing up.

In early 2008, we had Burien Chevrolet (place of purchase) inspect the under carriage for loose anything that could causes clank noises. They were unable to locate the source.

In the summer of 2013 we still were hearing a clank noise while backing up and dumping at the scale house.

When backing and using the brakes we happen to have the window down and the bed tilted. This combination of conditions permitted us to hear the clank real clear. After a few months of looking and still unable to locate the noise.

We were doing our routine "front 2 back" inspection and discovered a tiny mark on the spring side of the drivers back plate / rear flange area where the caliper brackets mount to the axel flange.

This tiny mark appears to have been created by the movement of the caliper bracket (not the caliper-but the bracket that goes between the axel flange and the caliper). Most of the time gravity held the assembly in the downward force when moving forward and braking, when going backwards the bracket lifts up and makes a clank noise. The drivers bracket was easy to move. The passenger bracket was also loose but it took more hand force to shift it's positioning.

Most of the bolts are not accessible to the average user. The nut that was accessible was tight on the threads but not tight enough to press the parts together enough to prevent movement during operation / usage. We were unable to torque the nut and unable to reach the others.

Subsequently this needed professional hands. Both passenger and drivers caliper brackets were repaired by Burien Chevy on 9-23-13. See enclosure of actual Burien Chevy receipt dated 9-23-13.

We believe the mileage was about 10k to 15k when we 1st heard the clanking. We feel a vehicle w/that low a-miles should not have frame / axel type bolts coming loose. At bare min we feel a service bulletin should be put out on this issue to discover and address the full extent of the hidden possibilities.

The brackets were "loose", they never came "off" the vehicle. Only created excessive play in a critical part of the system. If not addressed in a timely manner it could pose a safety hazard.

Burien Chevy in Washington State has all the records on this matter.

Also included in this documentation was a tire failure that occurred on 11-11-10.

Enclosures (2)

Tire receipt = LesSchwab, See file "06 Chevy Caliper bracket-Burien rec 9-23-13.pdf".
Caliper bracket receipt = Burien Chevy See file "06 Chevy Tire-LesSchwab rec 11-11-10.pdf".

BURIEN

CHEVROLET

14400 1st AVE SOUTH
BURIEN, WASHINGTON 98168
206-243-5800
206-246-3600 FAX
www.burienchevrolet.com

chevy
files

CUSTOMER NO. 28647	ADVISOR MEAGHAN	912	TAG NO. 1908	INVOICE DATE 09/23/13	INVOICE NO. CTC294112
LABOR RATE		MILEAGE 56,461	COLOR SUMMIT WHIT	STOCK NO.	
REDMOND, WA	06/CHEVROLET TRUCK/MED DUTY C5/2WD R			DELIVERY DATE 10/27/06	DELIVERY MILES 10
	1 C B E 4 C 1 2 3 6 F			SETTING DEALER NO. 8720	PRODUCTION DATE 10/27/06
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/21/13	REPRINT# 1	
BUSINESS PHONE	COMMENTS				
MO: 56464					

LABOR & PARTS

LUBE, OIL AND FILTER CHANGE
CHECK AND TOP OFF ALL FLUIDS. PERFORM MULTIPOINT INSPECTION
N. RESET OIL LIFE MINDER. PUT NEW LUBE STICKER IN WINDOW.
CHECK AND ADJUST TIRE PRESSURES TO FACTORY RECOMMENDATIONS.
SERVICE COMPLETED INCLUDES COMPLIMENTARY CAR WASH.
PERFORMED AS PER ABOVE.
CALL 206-878-8400 FOR TOWING OR 800-834-1709
ASK YOUR SERVICE ADVISOR FOR DETAILS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	88917036	FILTER 1.836 Y	14.99	
JOB # 1 TOTAL PARTS				14.99	
JOB # 1 TOTAL LABOR & PARTS				32.19	

CUST STATES PLEASE TIGHTEN REAR BRAKE CALIPER BRACKETS
REMOVED BRAKE ROTORS AND TIGHTENED BOLTS.
ADDED LOCK TITE AND REASSEMBLED.
OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	15887140	SEAL 5.822 * Y	51.81	
JOB # 2	1	15131895	GASKET 5.811 Y	14.70	
JOB # 2	1	89021297	ADHESIVE 8.800 N	23.52	
JOB # 2 TOTAL PARTS				90.03	
JOB # 2 TOTAL LABOR & PARTS				429.03	

G.O.G. & SUPPLIES					
JOB # 1	10.0	CASTROL GTX BLEND 15-40	@	4.450 /UNIT	44.50
TOTAL - GOG					44.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	3	SHOP SUPPLIES (%)		32.00
JOB # 1	4	FLEET/SEN CIT DISC (LABOR)		-0.86
JOB # 1	4	FLEET/SEN CIT DISC (LABOR)		-0.86
JOB # 1	5	FLEET/SEN CIT DISC (PARTS)		-0.75
JOB # 1	5	FLEET/SEN CIT DISC (PARTS)		-0.75
JOB # 2	4	FLEET/SEN CIT DISC (LABOR)		-16.95
JOB # 2	4	FLEET/SEN CIT DISC (LABOR)		-16.95
JOB # 2	5	FLEET/SEN CIT DISC (PARTS)		-4.50
JOB # 2	5	FLEET/SEN CIT DISC (PARTS)		-4.50
TOTAL - MISC				-14.12

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; If not, please tell us immediately. OUR GOAL IS THAT YOU WILL BE "VERY SATISFIED" WITH BURIEN CHEVROLET, AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. BURIEN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from BURIEN CHEVROLET any consequential damages, damages to property, damages for loss of time, loss of profits or income, or any other incidental damages.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

WE GLADLY ISSUE CREDIT ON PARTS RETURNED WITHIN 30 DAYS OF PURCHASE WHEN ACCOMPANIED BY THIS INVOICE EXCEPT SPECIAL ORDER PARTS, ELECTRICAL PARTS OR INSTALLED PARTS.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

Thank
You



14400 1st AVE SOUTH
BURIEN, WASHINGTON 98168
206-243-5800
206-246-3600 FAX
www.burienchvrolet.com

REF #
10548170

CUSTOMER NO. 28647	ADDRESS NEAGHAN 912	STAD NO. 1908	INVOICE DATE 09/23/13	BOOKING NO. CYS294112
LABOR RATE	FARE/MI. NO.	MILEAGE 56,461	COLOR SUMMIT WHIT	STOCK NO.
REDMOND, WA	06/CHEVROLET TRUCK/MED DUTY C5/2WD R	DELIVERY DATE 10/27/06	DELIVERY MILES 10	
ENGINE 4 C 1 2 3 6 F	8720	DELIVERY DATE 10/27/06	REPRINT# 1	
F.T.E. NO.	P.O. NO.	A.O. DATE 08/21/13		
BUSINESS PHONE	COMMENTS	MO: 56464		
TOTALS		YOUR SATISFACTION IS OUR GOAL		
THANK YOU FOR YOUR BUSINESS OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS IF YOU HAVE ANY QUESTIONS ABOUT YOUR SERVICE VISIT PLEASE CALL OR EMAIL OUR SERVICE MANAGER, TIM FRETZ.		Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends: If not, please tell us immediately. OUR GOAL IS THAT YOU WILL BE "VERY SATISFIED" WITH BURIEN CHEVROLET. AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS		DISCLAIMER OF WARRANTIES The only warranties applying to this part(s) are those which may be offered by the manufacturer. BURIEN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from BURIEN CHEVROLET any consequential damages, damages to property, damages for loss of time, loss of profits or income, or any other incidental damages.		
TOTAL LABOR.... 356.20 TOTAL PARTS.... 105.02 TOTAL SUBLET.... 0.00 TOTAL G.O.G.... 44.50 TOTAL MISC CHG. 32.00 TOTAL MISC DISC 46.12 TOTAL TAX..... 46.70 TOTAL INVOICE \$ 638.30		The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.		
CUSTOMER SIGNATURE		TERMS WE GLADLY ISSUE CREDIT ON PARTS RETURNED WITHIN 30 DAYS OF PURCHASE WHEN ACCOMPANIED BY THIS INVOICE EXCEPT SPECIAL ORDER PARTS, ELECTRICAL PARTS OR INSTALLED PARTS.		
- Cap one VISA, ending w/xxx-0411 - SEE PMT Rec, DATED 9-25-13, 14:51 PM		A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.		
PAGE 2 OF 2		Thank You		
CUSTOMER COPY		[END OF INVOICE] 02:17pm		



*** WORK ORDER ***

SOLD TO: [Redacted]

Customer No.
372 -

WORK ORDER NO.
407772

LES SCHWAB TIRE CENTER
2410 128TH LANE NE
IRKLAND, WA 98034 0000
25-821-2743

Date
11-11-2010

Time
5:52:53 PM

miAge
34,848

Sold By	Transaction Type	Work Order#	Customer PO#	License	Mileage	Year/Make/Model
JC	CASH	407772			00	2006 CHEVY 4500

Qty	Product Code	Product Description	Price	FET	Amount
ALL PARTS NEW UNLESS SPECIFIED					

1	01420540	225/70R-19.5/12 DH01 LOW PROFILE TRACTION Tire Identification	271.83	1.32	273.15
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1	00695556	Qty: _____ WHEEL SPIN BALANCE	14.50		14.50
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YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.

LRI FLAT

WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.

WHEEL POSITIONS SERVICED:
LRI ??

SERVICED BY: _____

Sales Tax: 27.33

Tire Tax: 1.00

Invoice Total: 315.98

Customer Signature: _____ Estimate Decision: _____

Revised Estimate: _____ In Person Phone#: _____

Customer Signature: _____ Date: _____ Time: _____



~~PRC Consolet Townsend~~

A Unit of PRC Engineering

~~700 Market Street~~

~~Suite 201~~

~~Tacoma, WA 98402~~

~~206 572 0850~~

~~Planning Research Corporation~~