

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 08-NOV-2013	Repository ☐ Reference No. 10551494		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name				Evening Telephone Number			
Address							
City WARREN		State OH	Zip Code				
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 1GCEC14V63Z				Make CHEVROLET	Model SILVERADO 1500	Model Year 2003	
Date Purchased 8-26-2003	Dealer's Name and Telephone Number HAYRE MOTOR CORPORATION			Engine: No: Cylinders 8	Fuel Type: GAS		
Original Owner ☒	Dealer's City RAVENNA		State OH	Zip Code 44266			
Transmission Type AUTO	☒ Antilock Brakes	Powertrain	Multiple Failure: BRAKES EMERGENCY BRAKE		Incident Date(s) 21-OCT-2013		
☒ Cruise Control							
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: BRAKES (PWS) BRAKE LINES / EMERGENCY BRAKE					Failure Mileage 47305	Failure Speed 5	
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 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 SILVERADO 1500. THE CONTACT STATED THAT WHILE DRIVING 5 MPH, HE ATTEMPTED TO ENGAGE THE BRAKES BUT THE BRAKE PEDAL SUNK ABNORMALLY INTO THE FLOORBOARD. THE CONTACT THEN ATTEMPTED TO ENGAGE THE EMERGENCY BRAKE BUT IT ALSO FAILED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE BRAKE LINES WERE COMPLETELY CORRODED. AS A RESULT, THE BRAKE LINES AND THE CALIPERS WOULD NEED REPLACING. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 47,305.							
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)

AFTER ENTERING MY DRIVE WAY BRAKE TO FLOOR I TRIED TO USE EMERGENCY
BRAKE IT ALSO FAILED I TRIED TO USE REVERSE HITTING MY MOTOR CYCLE BEFORE
I COULD STOP AFTER BILL VEHICAL NEEDED FULL BRAKE LINE REPLACEMENT PLUS
I STILL TO REPAIR THE EMERGENCY BRAKE ALSO THE FUEL LINES ARE CORRODING
FRONT FRAME STRUTS HAVE BAD CORROSION ON ONE END

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

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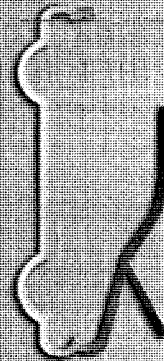
WASHINGTON, DC

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**



U.S. Department of Transportation
National Highway Traffic Safety Administration

RICKS AUTO SERVICE

2549 ELM RD

CORTLAND, OH. 44410

Phone - 330-372-1553 Fax - 330-372-1548

INVOICE

19500

Org. Est. # 042626

Print Date : 11/11/2013

INVOICE

Warren, OH

Home

Cust ID : 5190

2003 Chevrolet - Silverado 1500 - 4.8L V8 (292CI)

Lic # : Odometer In : 47308

Unit # :

Vin # : 1GCEC14V63Z

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
1/4" BRAKE LINE CNC-425	50.00	3.00	150.00	RNR BRAKE LINE FROM MASTER CYLINDER TO ABS	400.00
3/16" BRAKE LINE CNC-325	10.00	2.10	21.00	CALIPER - Remove & Replace - [Includes: Bleed system and replace pads if necessary.]	100.00
CUPLERS 499251 BRAKE UNIONS	10.00	5.00	50.00	- Front, Both - [Includes: Perform ABS Automated Bleed Procedure.]	
TOW TO SHOP T	1.00	50.00	50.00	BRAKE HOSE - Remove & Replace - [Includes: Bleed hydraulic system.] - Each	10.00
Front Left Rebuilt Caliper With Hardware 18B4729	1.00	103.58	103.58	Additional BRAKE HOSE - Remove & Replace - [Includes: Bleed hydraulic system.] - One	50.00
REAR BRAKE BLEEDER SCREW H9406-2	2.00	0.00	0.00	[Includes: Perform ABS Automated Bleed Procedure.]	
Front Right Rebuilt Caliper With Hardware 18B4728	1.00	103.58	103.58	***Discount*** \$83.89 off parts	
Front Brake Hose BH620051	1.00	38.05	38.05		
Front Brake Hose BH620052	1.00	49.65	49.65		
Front Hose To Caliper Bolt 13940	2.00	12.48	24.96		
BRAKE FLUID BF	4.00	13.38	53.52		

Org. Estimate \$ 745.86 Revisions \$ 1,199.27 Current Estimate \$ 1,945.13

Revision # 1, Previous Estimate Amount - 745.86, Additional Cost - 681.99, Revised Estimate - 1427.85, Parts: \$491.33 Labor: \$135.00 Sublet: \$0.00 Taxes & Fees: \$55.66
Authorized by - HEIB, LARRY, Date - 11/7/2013, Time - 5:25 PM, Initiated By - Shop

Revision # 2, Previous Estimate Amount - 817.73, Additional Cost - 517.28, Revised Estimate - 1335.01, Parts: \$315.07 Labor: \$160.00 Sublet: \$0.00 Taxes & Fees: \$42.21
Authorized by - HEIB, LARRY, Date - 11/8/2013, Time - 9:17 AM, Initiated By - Shop

Labor:	560.00
Parts:	644.34
Sublet:	\$0.00
Discount:	-83.89
Sub:	1,120.45
Tax:	75.64
Total:	1,196.09
Bal Due:	\$96.09

[Payments - Cash - \$1,100.00]

Oil changes must be done by manuf. sched. for engine work to be warrantied. Transmission fluid must be done by manufacture schedule for warranty to be valid, unless repair shop has other recommendations. Tires must be rotated every 6000 miles with no signs of part wear age in order for tires to be warrantied. All warranties must be done at our shop. Any vehicle with aluminum/steel wheels are retorqued to factory specs 50, 100, AND 150 MILES AFTER ROTATION OR TIRE CHANGE. I give permission for Ricks Auto/employees to test drive my vehicle.

Signature

Date

Time

Written By: HOFFMAN, BROOK - Technicians : HOFFMAN, 6

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020343

MAYS' TOWING, LLC **24 HR. SERVICE**

255 Chestnut Avenue S.E.

WARREN, OH 44483

(330) 394-6216

(330) 393-6066

FAX (330) 394-0500

TOWING REPORT

Name CASH		Date 10-28-13	
Address		City Nowland	State OH
Home Phone	Insurance Company	Insurance Phone	
Business Phone	Year 03 Make Hyundai	Model Pu	Color Green

Mileage			
CALL NO.		TOWED FROM	
CALL TIME		1358	
TYPE OF CALL		N-ROAD - NE	
EXTRA MAN		TOWED TO	
		WILLIAM	
MILEAGE START		CHRY	
REMARKS		☐ START ☐ BATTERY ☐ FLAT TIRE ☐ GAS ☐ LOCKOUT	
		☐ WRECK ☐ TOW ☐ CARRIER ☒ FLAT BED ☐ INSURED	
		TOWING CHARGE	
		55.00	
		STORAGE CHARGE	
MECHANIC'S SIGNATURE			
X			
AUTHORIZED SIGNATURE		SUB TOTAL	
X		18.70	
		TOTAL	
		58.70	