



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 14-JUL-2015	Repository <input type="checkbox"/>
	Reference No. 10733984

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City MANVEL	State TX	Zip Code
	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 3GNEC16ZX4G	Make CHEVROLET	Model SUBURBAN	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control <input type="checkbox"/>	Powertrain	Multiple Failure:	Incident Date(s) 25-SEP-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353600 EQUIPMENT: AIR CONDITIONER	Failure Mileage 174000	Failure Speed
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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
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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. THE CONTACT STATED THAT THE VEHICLE WOULD INTERMITTENTLY BLOW HOT AIR DUE TO A FAILURE WITH THE AIR CONDITIONER BLOWER MOTOR. THE CONTACT STATED THAT THE BLOWER RESISTOR MODULE AND THE WIRING HARNESS WERE REPLACED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 174,000.

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.

Manvel Auto Care

20815 Hwy. 6

Manvel, TX 77578

Shop Phone: (281) 489-3399

Invoice

Estimate Ref: [Redacted]

Date Printed: 09/25/2013
Printed Time: 4:43 pm

Hat/Ref:

Great Services at Competitive Prices!!!

Time Promised:

[Redacted]

2004 CHEVROLET SUBURBAN 1500 V8 5.3L 323CID FI FLEX N Z
VIN: 3GNEC16ZX4G [Redacted]

Manvel, TX [Redacted]

License: [Redacted]

Mileage In: 164,197

Date Written: 09/25/2013

Home: [Redacted]

Unit #:

Mileage Out: 164,197

Written By: Yvonne Salazar

Cell:

DOM: 06/04

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
A/C		Juan Medina			
Labor MEC	Work Requested - Check Out A/C				150.00
	Work Performed - Replace A/C Blower Motor and A/C Blower Motor Resistor				
Part NAP-655-2437	Blower Motor		1.00	151.40	151.40
Part NAP-BR532	Blower Motor Resistor		1.00	177.72	177.72
Job Total:					479.12

*Row Carter Serv
gmparts direct.com*

Payment Date	Type	Method	Amount
9/25/2013	Debit	MasterCard	517.10
Payment Totals:			\$517.10

Parts: \$329.12
Labor: \$150.00
Sublet: \$0.00
Misc: \$0.00

Hazmat: \$0.00
Supplies: \$10.00

Tax Total: \$27.98
Invoice Total: \$517.10
Less Paid: 517.10
Balance Due: \$0.00

Thank You For Your Business...

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 streets, 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.

Authorized By _____ Date _____ Time _____