



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 ☐

SEP 23 JUN 2016
12 2016

Reference No.
10876137

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City INVERNESS State FL Zip Code [REDACTED]

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
1GT210CG9DZ [REDACTED] Make GMC Model C2500 Model Year ~~1996~~ 2013
Date Purchased 12-6-13 Dealer's Name and Telephone Number ERLIE BUICK GMC INC (351) 795-6800 Engine: No: Cylinders 8 Fuel Type: GAS
Original Owner ☒ Dealer's City HOMOSASSA State FL Zip Code 34448
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain 400 CUBIC INCH Multiple Failure: 2 Incident Date(s) 02-FEB-2016 02-JUNE-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 162000 STRUCTURE: BODY 1st 28,607 Failure Mileage 31000 Failure Speed 55
2ND

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 Number of Deaths 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 2013 GMC SIERRA C2500 SLE N/A. WHILE DRIVING APPROXIMATELY 55 MPH, THE CONTACT NOTICED AN ABNORMAL ODOR IN THE VEHICLE. THE CONTACT PULLED THE VEHICLE INTO A SHOPPING CENTER AND NOTICED A PUDDLE OF FUEL UNDER THE VEHICLE. THE VEHICLE WAS DRIVEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS A LEAK IN THE FUEL LINE. THE FUEL LINE WAS REPLACED; HOWEVER, THE FAILURE RECURRED. THE CONTACT MENTIONED THAT THE FUEL LINE WAS MADE OUT OF SOYBEAN AND THE SQUIRRELS CHEWED IT, WHICH CAUSED A CONTINUOUS LEAK FROM THE FUEL LINE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 31,000.

Product

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 to 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.

CUSTOMER #: [REDACTED]

EAGLE BUICK GMC, INC.

1275 South Suncoast Blvd.

Homosassa, Florida 34448

(352) 795-6800

service@eaglebuickgmc.com

INVOICE

PAGE 1

INVERNESS, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

Repair Shop Registration Number: MV #01946

SERVICE ADVISOR: 635 LAURA M TRAMONTANA

SERVICE ADVISOR: 635 LAURA M TRAMONTANA

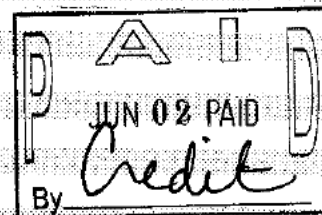
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SUMMIT WHI	13	GMC 2500 PICKUP	1GT210CG9DZ		31185/31185	TGHY	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22NOV13 DD			17:00 05JUN16			CASH	02JUN16
R.O. OPENED		READY	OPTIONS: SOLD-STK				
27MAY16		02JUN16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER SMELLS STRONG SMELL OF GASOLINE, ADVISE 08 FUEL SUPPLY LINE FROM TANK CHEWED THRU, REPLACED FUEL SUPPLY LINE 639 CPT						
	1	20929990	(S)HOSE		71.60	71.60	71.60
PARTS:	71.60	LABOR:	168.00	OTHER:	0.00	TOTAL LINE A:	239.60

B**	CTA RENTAL SERVICE 3 DAYS CTA4 CTA RENTAL SERVICE 4 DAYS 622 CPT						
	CTA4	DAILY RENTAL FEE			8.00	8.00	8.00
SUBL	DRAC	UNIT N16189	CONTRACT 1143				
	PO	[REDACTED]	CPT		132.00	132.00	132.00
PARTS:	0.00	LABOR:	0.00	OTHER:	140.00	TOTAL LINE B:	140.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER						23.96	

Thank you for your business. If you are not
COMPLETELY SATISFIED with your service visit,
please contact our Service Manager,
Jim Martin @ 352-795-6800 ext. 339



WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$24.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	168.00
PARTS AMOUNT	71.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	132.00
MISC. CHARGES *	31.96
TOTAL CHARGES	403.56
LESS INSURANCE	0.00
SALES TAX	23.74
PLEASE PAY THIS AMOUNT	427.30

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: OPENED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell:

Vehicle: 1GT210CG9DZ [REDACTED]

2013 G2500

SUMMIT_WH-
ITE

Mileage: 28,607

Service advisor: 635

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 02/20/2016

Waiter: No

Estimate: 0.00

~~~~~

A TOW IN

|              |      |        |      |        |      |                    |
|--------------|------|--------|------|--------|------|--------------------|
| 10           | WT   | RENTAL |      |        |      | N/C                |
| Tech(s): 622 |      |        |      |        |      |                    |
| SUBL         | WT   | TOW IN |      |        |      | N/C                |
| Pts:         | 0.00 | Lbr:   | 0.00 | Other: | 0.00 | Total Line A: 0.00 |

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B FUEL LEAKING, COMING OUT REAR OF TANK, WHERE FITTINGS ARE

08	WT	ENGINE/PERF/REPAIR				N/C
Tech(s): 579						
20929990 1 (S)HOSE						
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line B: 0.00

Story: 28607 hole in plastic fuel feed pipe ... replaced pipe
... r/f headlight is full of water /.... replaced headlight

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C ENTERPRISE

|              |      |        |      |        |      |                    |
|--------------|------|--------|------|--------|------|--------------------|
| 10           | WT   | RENTAL |      |        |      | N/C                |
| Tech(s): 622 |      |        |      |        |      |                    |
| Pts:         | 0.00 | Lbr:   | 0.00 | Other: | 0.00 | Total Line C: 0.00 |

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D** CTA RENTAL SERVICE 2 DAYS

CTA2	WT	CTA RENTAL SERVICE 2 DAYS				N/C
Tech(s):						
CTA2 DAILY RENTAL FEE						
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line D: 0.00

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E\*\* CUSTOMER SAYS, RIGHT SIDE HEADLIGHT HAS WATER IN IT, IT IS FOGGED  
UP

|                     |      |                    |      |        |      |                    |
|---------------------|------|--------------------|------|--------|------|--------------------|
| 06                  | WT   | ELEC/DIAG & REPAIR |      |        |      | N/C                |
| Tech(s): 579        |      |                    |      |        |      |                    |
| 22853030 1 HEADLAMP |      |                    |      |        |      |                    |
| Pts:                | 0.00 | Lbr:               | 0.00 | Other: | 0.00 | Total Line E: 0.00 |

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NOT RELATED TO
CLAIM

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00