 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 10-APR-2017 <b>JUL 11 2017</b>		Repository <input type="checkbox"/> Reference No. 10971637	
<b>OWNER INFORMATION (Type or Print)</b>							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
BROOKLYN		WI					
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).							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model	Model Year	
5GTDN136768			HUMMER		H3	2006	
Date Purchased		Dealer's Name and Telephone Number			Engine:	Fuel Type:	
2006		Berstrom Cadillac			No: Cylinders	GAS	
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>		Madison		WI	53711		
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control						30-MAR-2017	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Code: 060000 ENGINE (PWS)					Failure Mileage	Failure Speed	
					32000	70	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT		036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Code					Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash	Fire	Number of Persons Injured		Number of Deaths	Reported to Police		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				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 HUMMER H3. WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE SHOOK VOILENTLY AS IT APPROACHED A STOP. WHILE IDLING, THE VEHICLE OPERATED NORMALLY. AN INDEPENDENT MECHANIC DIAGNOSED THAT THE VEHICLE NEEDED A NEW CYLINDER HEAD AND SENSORS. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 32,000.							
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.							

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

I feel like GM should have help pay for repairs - I made multiple calls and got zero response from their reps. The drive shaft was bad every thing has been bad on this vehicle since I purchased it this entire failed at 32,000 miles!! They knew they had a problem with this and should have helped me with it. I've included my bill not sure what else to do my dealer wouldn't do a thing

ATTACH ADI IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business

WAUKEE 532 JUN '17 PM 7 L



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

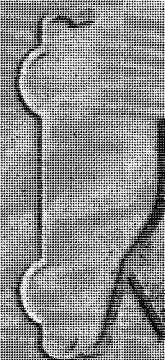
US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NEF-100 1200 New Jersey Avenue SE. Washington, D.C. 20077-9382



Brooklyn, WI



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



National Highway Traffic Safety Administration



# MORTENSENS AUTO REPAIR

104 S. RUTLAND  
BROOKLYN, WI. 53521 •  
(608) 455-3621

**GUARANTEED QUALITY REPAIRS & CUSTOMER SATISFACTION**

Org. Est. # [REDACTED]

## INVOICE

Print Date : 05/16/2017

THE BEE KEEPER - [REDACTED]

2006 Hummer - H3

3.5L, In-Line5 (211CI) VIN(6), 4-Wheel ABS

Brooklyn, WI [REDACTED]

Lic # : [REDACTED] WI

Odometer In : 32,604

Home [REDACTED] --- Office [REDACTED]

Odometer Out :

Cust ID : [REDACTED]

VIN # : 5GTDN1367 68 [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
Drive/Prop Shaft Assembly 65-9492	1.00	375.79	375.79	check over FOR NOISE IN FRONT END AND CHECK FOR MISFIRE FOUND BAD VALVES AND BAD DRIVE SHAFT	1.50	115.50
SYNTHETIC GEAR LUBE 75-90	2.50	10.95	27.38	AXLE SHAFT SEAL - Remove & Replace - Both	2.70	207.90
Rear Wheel Seal 16146	2.00	16.85	33.70	CYLINDER HEAD GASKET - Remove & Replace - w/Timing Cover Removal - [Includes: R&I Oil Pan.] - [Includes: Remove carbon and check surfaces for warpage. Includes (where applicable): Adjust idle speed, Ignition timing, Valves and clean and adjust Spark Plugs	16.50	1,270.50
SEALer sealer	1.00	10.00	10.00	MACHINE HEAD GRIND VALVES	7.96	612.76
Sensor ABS1833	1.00	107.99	107.99	TPMS LIGHT ON		
SEAL 89017622	1.00	22.76	22.76			
BOLT 11609792	1.00	14.69	14.69			
Head Gasket Set HEAD BOLTS NOT INCL - PERMADRY MOLDED RUBBER VALVE COVER GASKET INCL - PREMIUM VALVE STEM SEALS INCL - HEAD BOLT REPLACEMENT RECOMMENDED HS26336PT	1.00	290.91	290.91			
Stretch Head Bolt Set w/WASHERS - OLD DESIGN - REPLACEMENT RECOMMENDED ES72195	1.00	102.23	102.23			
MFLD BOLT/STUD KIT 03413B	1.00	14.64	14.64			
ENGINE OIL 5W30	6.00	2.99	17.94			
ANTIFREEZE COMPLETE ANT COMP	6.00	3.50	21.00			
OIL FILTER L14610	1.00	8.90	8.90			

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE REQUESTED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$ \_\_\_\_\_ X
- I do not want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

\*Motor Vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.  
This vehicle received without face to face customer contact.

I HEREBY AUTHORIZE the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for the loss or damage to vehicle or articles left in cars in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE UPON THE DELIVERY OF THE VEHICLE. IF CREDIT IS EXTENDED, I UNDERSTAND THAT LATE PAYMENT CHARGE WILL BE ASSESSED ON ANY UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.  
CUSTOMER SIGNATURE \_\_\_\_\_

SHOP REPRESENTATIVE \_\_\_\_\_  
CUSTOMER PHONE: \_\_\_\_\_  
PRELIMINARY ESTIMATE \$ \_\_\_\_\_  
ADDITIONAL WORK AUTHORIZED BY X \_\_\_\_\_ NAME \_\_\_\_\_  
DATE \_\_\_\_\_ TIME \_\_\_\_\_ P.M. NO. CALLED \_\_\_\_\_ NEW TOTAL ESTIMATE \_\_\_\_\_  
**DISCLAIMER OF WARRANTIES**  
The dealer is not a party to any manufacturer's warranty on parts or services contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER NOTICE: YOU ARE ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS, OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.  
DO YOU WANT THE REPLACED PARTS THAT YOU ARE ENTITLED TO:  YES  NO



MORTENSEN AUTO REPAIR  
104 S RUTLAND ST  
BROOKLYN, WI 53521  
(608)455-3621

**SALE**

MD: 9840 Store: 6489 Term: 0001  
REF# [REDACTED]

Batch #: 011 PRN: 713721602551  
05/17/17 16:19:18

Trans ID: 387137767583561

APPR CODE: [REDACTED]  
VISA Chip  
\*\*\*\*\*6923

**AMOUNT \$3,440.71**

APPROVED

Visa Credit  
AID: A0000000031010  
TVR: 00 80 00 80 00  
TSE: F8 00

THANK YOU!

CUSTOMER COPY