



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: 27-JUL-2017  
NOV - 1 2017  
Repository   
Reference No. 11010979

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: LACKAWANNA State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 5GTDN136368 [REDACTED]  
Make: HUMMER Model: H3 Model Year: 2006  
Date Purchased: Dealer's Name and Telephone Number: ABBOTT MOTORS Engine: No. of Cylinders: 5 Fuel Type: GAS  
Original Owner:  Dealer's City: State: NY Zip Code: 14218  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 20-JUL-2017  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 020000 SUSPENSION, 030000 BRAKES (PWS)  
Failure Mileage: 106520 Failure Speed: 10

**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 2006 HUMMER H3. WHILE THE CONTACT'S HUSBAND WAS DRIVING APPROXIMATELY 10 MPH, ANOTHER VEHICLE SUDDENLY PULLED OUT IN FRONT OF HIM. IN ORDER TO AVOID HITTING THE VEHICLE, THE DRIVER IMMEDIATELY SLAMMED ON THE BRAKE PEDAL AND THE LEAF SPRINGS SUDDENLY FRACTURED. THE VEHICLE'S "U" BOLTS, SHACKLE BOLTS, AND REAR SHACKLES FRACTURED. THE FAILURE CAUSED THE DRIVE SHAFT TO DETACH FROM THE TRANSFER CASE AND THE REAR AXLE TO LAY AGAINST THE REAR MUD FLAPS. THE VEHICLE WAS TOWED TO THE DRAGON AUTO BODY SHOP WHERE ALL DAMAGED PARTS WERE REPAIRED. THE CONTACT INFORMED AN UNKNOWN HUMMER DEALER WHO STATED THAT THERE WERE NO RECALLS ON THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED CASE NUMBER [REDACTED] THE APPROXIMATE FAILURE MILEAGE WAS 106,520.

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.

Drag-in Automotive Repair & Service Corp.  
Facility ID # 7111771  
1205 Ridge Rd.  
Lackawanna, NY 14218  
(716) 822-2061

RE: NHTSA Ref #11010979

[REDACTED] 2006 Hummer H3

VIN # 5GTDN136368 [REDACTED]

Dear Sir or Madame,

On July 20, 2017 I was contacted by the customer stating that they needed to have the vehicle towed in for repairs to the rear suspension of the vehicle. The customer states that while driving the vehicle they were forced to make a hard stop from about 10 mph when another vehicle pulled in front of him. He then heard a loud bang from the rear of the vehicle and it became immobilized. He got out to check the vehicle and found that the rear axle had completely fallen out of the vehicle and pulled the drive shaft out of the transmission.

The vehicle was towed to our facility for repairs. Upon inspection of the vehicle it was found that the rear main leaf springs had completely fractured at the front attachment points where the end of the leaf spring curls around the bushing and mounting bolt. The fractures were at the same points on both rear leaf springs and were completely straight and free of rust and corrosion. The vehicle is in good condition and free of any major rust or corrosion. Due to the failure of the leaf springs the drive shaft was pulled out of the transmission and fluid leaked out of the tail shaft seal. The rear differential (axle) was only held in the vehicle by the rear bumper and wheel wells. Feel free to contact me with any further questions.

Sincerely,

[REDACTED]

# DRAG-IN AUTOMOTIVE

1205 RIDGE RD.  
LACKAWANNA NY 14218  
716-822-2061

THANK YOU FOR YOUR BUSINESS  
NAPA AUTO CARE HAS LIMITED NATION WIDE WARRANTY  
NEW YORK STATE FACILITY NUMBER 7111771

Invoice # [REDACTED]

Day Phone : [REDACTED]  
Cell Number : [REDACTED]

LACKAWANNA NY [REDACTED]

Tag/State : [REDACTED] NY  
Color : Silver  
Odometer In : 106520  
Odometer Out : 106520

Vehicle : 2006 Hummer H3 3.5 L 211 CID L5 DOHC 20 Valve  
VIN : 5GTDN136368 [REDACTED]  
Created : 7/20/2017 7:55:20 AM  
Complete : 7/22/2017 2:42:02 PM  
Invoiced : 7/22/2017 2:42:02 PM  
Srv Writer : JOE

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
		CCC	CONCERN, CAUSE, AND CORRECTION			
CUSTOMER STATES : CHECK REAR LEAF SPRINGS REAR LEAF SPRINGS BROKEN, PULLED DRIVESHAFT OUT OF TRANSFER CASE.						
1	MATT*	INSP	INSPECT VEHICLE FOR CUSTOMER CONCERNS		\$0.00	\$0.00
2	-	25965051	REAR LEAF SPRINGS		\$231.74	\$463.48
4	-	11610227	LEAF SPRING U- BOLT		\$6.99	\$27.96
3	MATT*	PRODEMAND	REAR SPRING Remove & Replace	M	\$75.00	\$225.00
2	-	ATF	DEXIII/ MERCON TANSMISSION FLUID		\$3.99	\$7.98
2	-	15166223	REAR SHACKLES		\$22.30	\$44.60
2	-	11588857	SHACKLE BOLTS		\$7.40	\$14.80

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$225.00
Parts	\$558.82
Sublet/Misc.	\$0.00
ShopSupplies	\$9.99
Charges	\$0.00
Sales Tax	\$69.46
Tax @ \$793.81 * 8.7500%	

Check# [REDACTED] \$863.27      Paid      \$863.27

Tech      Certification #  
MATT      [REDACTED]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 72 hrs. after repairs are completed WILL INCUR A \$35.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature \_\_\_\_\_