

 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			
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 30-AUG-2017 NUV - 1 2017		Repository ☐ Reference No. 11020543	
				Daytime Telephone Number [REDACTED]		E-mail Address	
OWNER INFORMATION (Type or Print)							
Name [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]				Evening Telephone Number			
City DOBSON		State SC		Zip Code [REDACTED]			
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 1GNKVGKD0FJ [REDACTED]				Make CHEVROLET		Model TRAVERSE	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2015	
Original Owner ☐		Dealer's City		State		Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 19-JUL-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 110000 ELECTRICAL SYSTEM						Failure Mileage 56000	
Failure Speed							
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 2015 CHEVROLET TRAVERSE. WHILE DRIVING VARIOUS SPEEDS, THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. IN ADDITION, AFTER THE VEHICLE WAS FUELED, IT FAILED TO START. THE CONTACT HAD TO DEPRESS THE ACCELERATOR PEDAL NUMEROUS TIMES IN ORDER TO START THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE FUEL PURGE VALVE FAILED AND NEEDED TO BE REPLACED. THE TECHNICIAN ADVISED THE CONTACT TO TAKE THE VEHICLE TO A LOCAL CHEVROLET DEALER. THE VEHICLE WAS TAKEN TO COLLINS CHEVROLET (LOCATED AT 2300 ROCKFORD ST, MT AIRY, NC 27030) WHERE IT WAS DIAGNOSED THAT THE FUEL PURGE VALVE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE VEHICLE WAS NOT COVERED UNDER THE WARRANTY, AND REFERRED THE CONTACT TO NHTSA. THE APPROXIMATE FAILURE MILEAGE WAS 56,000.							
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 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.							



2300 Rockford Street - Mount Airy, NC 27030
(336) 789-9011 - Fax: (336) 789-1318

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
9/05/17	
R/O Close Date	Status
9/05/17	Pre-Invoice
Mileage In	Mileage Out
51725	51725
Service Advisor / Tag #	
OAKIE MCCARTY/1450*W*	

DOBSON, NC			Work Phone	Vehicle Identification Number	
			Home Phone	1GNKVGKD0FJ	
Year	Make	Model	Body	Delivery Date	In-Service Date
2015	CHEVROLET	TRAVERSE	AWD 4DR LT W/1LT		
				Color	License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - A-ENGINE: ENGINE DIAGNOSIS OR REPAIRS CUSTOMER STATES HE NEEDS A PURGE VALVE SELONOID REPLACED. REFER TO INVOICE# Caused by DIAG CODE PO496 Tech: JERRY CROPPS (506) Installed 55593172 :SL-N-VALVE (03130-BCKT) REPLACED EVAP PURGE VALVE, CLEARED DTC AND TEST DROVE Sub Total: 101.49	49.00 52.49
#2 - 33H: FREE 27PT INSPECTION Caused by perform visual inspection of the undercarriage, br akes, steering, tires, hoses, belts, air filter, t ires, etc. make recommendations for any needed rep airs A 29.95 value Tech: JERRY CROPPS (506) Sub Total: .00	
#3 - ALL: ELECTRONIC ARCHIVING & SECURITY Tech: JERRY CROPPS (506) Sub Total: 4.26	4.26

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	53.26
PARTS	52.49
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.33
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	7.78
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	118.86

COLLINS CHEVROLET INC.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

pd c/c 9/5/2017

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: 15 TRAILBLAZE Date: 9-5-17

Repair Order #: [REDACTED] VIN (last 8 digits): F2 [REDACTED] Odometer: 51725 Tag#: 1450 License#:

Checked and OK

May Require Attention Soon

Requires Immediate Attention

WIPER BLADES

☒ RF
☒ LF
☒ Rear (if applicable)
Windshield condition
Cracks ☐ Chips ☐

OnStar active ☒

Enrolled in OVD ☒

Enrolled in DMN ☒



Service History Check ☒

Air Conditioning Performance ☒

Remaining engine oil life: ☒ %

Reset: ☒ N/A: ☐

CHECK BATTERY



Battery health ☒

Battery cables and connections ☒

CHECK TIRES AND TREAD DEPTH

☐ Rotation needed

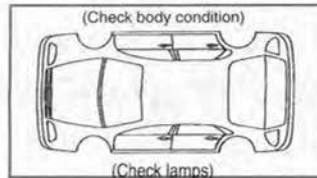
☐ Alignment needed

☐ Balance needed

☒ Rotation performed

☒ Alignment performed

☒ Balance performed



Lowest Tread Depth: 3/32

LF Wear Pattern ☐ RF ☐
LR ☐ RR ☐

8/32 or Greater ☒
7/32 ☒ ACTUAL
6/32 ☒ LF LR
5/32 ☒
4/32 ☒
3/32 or Less ☒

8/32 or Greater ☒
7/32 ☒
6/32 ☒
5/32 ☒
4/32 ☒
3/32 or Less ☒

8/32 or Greater ☒
7/32 ☒
6/32 ☒
5/32 ☒
4/32 ☒
3/32 or Less ☒

8/32 or Greater ☒
7/32 ☒ ACTUAL
6/32 ☒ RF RR
5/32 ☒
4/32 ☒
3/32 or Less ☒

PSI@: set to: 35 PSI

PSI@: set to: 35 PSI

PSI@: set to: 35 PSI

PSI@: set to: 35 PSI

CHANGE ENGINE OIL & FILTER

N/A

CHECK FLUID LEVELS

OK FILLED REQUIRES ATTENTION

Engine oil ☒
Brake fluid reservoir ☒
Transmission (if equipped w/dipstick) ☒
Coolant recovery reservoir ☒
Power steering ☒
Windshield washer ☒

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

☒ Fuel system (also including gas cap seating)
☒ Engine, transmission, drive axle, transfer case
☒ Engine cooling system, leak/other
☒ Shocks and struts - also check operation
☒ Belts: engine, power steering and/or V-drive
☒ Hoses: engine, power steering and HVAC
☒ Engine air filter
☒ Passenger Compartment Air Filter
☒ Steering components and steering linkage
☒ CV drive axle boots or driveshafts and U-joints
☒ Exhaust system components
☒ Body components lubrication

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm greater ☒
6 mm ☒
5 mm ☒
4 mm ☒
3 mm/less ☒
2 mm/less ☒
1 mm/less ☒
LF ☒ RF ☒ LR ☒ RR ☒

Lowest Front Lining

Lowest Rear Lining

Brake system (also including lines, hoses and parking brake)

Additional Recommended Services

- 1) Trans. flush
- 2) Oil change
- 3)



Service Consultant:

Technician: 506

No.:

☒ Restraint system component check

☒ Chassis components lubrication

☒ Drive Axle (leak/other)

☒ Evaporative control system