



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: 04-DEC-2017  
Repository:   
Reference No.: 11052316  
FEB 08 2018

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: BLAIR State: NE Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]  
E-mail Address: [REDACTED]  
Evening Telephone Number: [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: 3GNFK163470 [REDACTED]  
Make: CHEVROLET Model: SUBURBAN 1500 Model Year: 2007  
Date Purchased: 8-25-14 Dealer's Name and Telephone Number: Sid Dillon 888 476-1090 Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner:  Dealer's City: Fremont State: NE Zip Code: 68026  
Transmission Type: Auto Antilock Brakes:  Cruise Control:  Powertrain: Multiple Failure: Incident Date(s): 11-JUL-2016

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

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 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\* TAKATA RECALL. THE CONTACT OWNS A 2007 CHEVROLET SUBURBAN 1500. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V383000 (AIR BAGS) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. THE DEALER (SID DILLON CHEVROLET - BLAIR, 2261 S HWY 30, BLAIR, NE 68008, (402) 426-4121) DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS CONTACTED. THE CONTACT WAS NOT EXPERIENCING A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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)

Received Recall for Airbag issue in July-2016  
have been told multiple times the part  
was not yet available, as per my phone  
conversation with your department that  
is untrue. I also have an error on the  
driver side that airbag will not work  
This is very concerning to me as this my  
primary vehicle for transportation

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

Official Business  
Penalty for Private Use \$300

OMAHA  
NE 680  
15 JAN '18  
PM 11

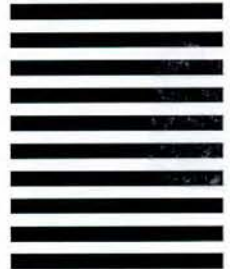


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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



Think your vehicle  
has a safety defect?



If so:

Use the enclosed  
form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





# IMPORTANT SAFETY RECALL

Blair, NE [redacted]

ODI 11052316

July 2016

www.safercar.gov

Vehicle Safety Complaint

This notice applies to your vehicle, VIN: 3GNFK16347G [redacted]

Dear [redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Takata Corporation ("Takata") has decided that a defect which relates to motor vehicle safety exists in certain GM 2007 model year Chevrolet Suburban vehicles. This is based upon Takata's decision that front passenger airbag inflators it supplied to GM are defective. Accordingly, GM will conduct a recall of its airbag inflators covered by Takata's defect information report, unless GM is able to prove to NHTSA's satisfaction that the inflators in its vehicles do not pose an unreasonable risk to safety.

## IMPORTANT

- Your vehicle is involved in GM recall 49152.
- The vehicle is presently **safe to drive**.
- There is no need to take action now. You will be notified when parts are available to remedy your vehicle.

**Why is your vehicle being recalled?**

The propellant in some types of Takata airbag inflators can degrade over time, especially after long term exposure in hot and humid regions. If the propellant degrades to a certain level, the inflators may rupture during deployment, causing serious or fatal injuries.

**What will we do?**

You will be notified when there are parts available to remedy your vehicle. You can also check the status of this recall at [my.gm.com/recalls](http://my.gm.com/recalls).

**Do you have questions?**

GM considers your vehicle safe to drive. If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

800-462-8282

Concerned parts availability



Remedy parts supplied