



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOI 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

Repository

08-JAN-2018

Reference No.

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11061105

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: AUBURN State: AL 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: 3GNFC16007C [REDACTED]  
Make: CHEVROLET Model: SUBURBAN 1500 Model Year: 2007  
Date Purchased: 2/4/16 Dealer's Name and Telephone Number: Piga Enterprises (334) 491-7444  
Original Owner:  Dealer's City: Prattville AL State: AL Zip Code: 36067 Engine: V-8 No. Cylinders: 8  
Transmission Type: [REDACTED]  Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 09-AUG-2017  
 Cruise Control

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

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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. WHILE THE VEHICLE WAS AT A FUEL STATION, THE SERVICE AIR BAG WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER (LYNCH CHEVROLET-CADILLAC OF AUBURN, 154 W CREEK PKWY, AUBURN, AL 36830) WHERE IT WAS DIAGNOSED THAT THE LEFT IMPACT SENSOR NEEDED TO BE REPLACED. THE CONTACT WAS NOT SURE IF THE IMPACT SENSOR APPLIED TO THE PASSENGER OR DRIVER'S SIDE. THE VEHICLE WAS REPAIRED. YESTERDAY, WHILE AT A FUEL STATION, THE SERVICE AIR BAG WARNING INDICATOR ILLUMINATED AGAIN. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V381000 (AIR BAGS) ON MAY 27, 2016. THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOT CONTACTED AND WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. 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 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.

LYNCH CHEVROLET CADILLAC  
154 W. CREEK PKWY  
AUBURN, AL 36830  
334-821-9001



site at [www.lynchchevroletofauburn.com](http://www.lynchchevroletofauburn.com) and check out our specials!  
P.O. Box 3308 154 West Creek Parkway  
Auburn, AL 36831-3308  
(334) 821-9001

Sale

VISA  
XXXXXXXXXX  
Entry Method: Swiped  
Permd: Online  
3/10/17

Batch#: [REDACTED]  
15:41:34

Appr Code: [REDACTED]  
493.63

total: \$  
Customer Copy  
THANK YOU!

I hereby agree to those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any of said products.  
E WITHIN 30 DAYS AND SUBJECT TO 15% HANDLING CHARGE.  
ALL PARTS, SPECIAL ORDER PARTS, OR PARTS VALUED UNDER \$7.00.

Est 2913	Licensee [REDACTED]	Shop Code #76 [REDACTED]	Page 2 of 2	Invoice [REDACTED]
Driver/Owner Information				
[REDACTED]				
Vehicle Information				
[REDACTED]				
Begin: 03/10/17	Domestic: 03/10/17	License: 03/10/17 04:00 SA		

Operation	Tech	Amount
MECH	641	165.00
QTY	DIAG	241
1	2	258.75
		258.75
PARTS		258.75
LAB-MECHANICAL		165.00
TOTAL CHARGE FOR WORKERS		423.75

Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
PARTS	258.75	TOTAL CHARGE	493.63
SUPPLIES-HAZ WASTE-EPA COMP	40.00	CASH DUE	493.63
LAB-MECHANICAL	165.00		
SUB-TOTAL	463.75		
SALES TAX	29.88		
TOTAL CHARGE	493.63		

If you have any questions - call us at 334-821-9001

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto.

X [REDACTED SIGNATURE]

CUSTOMER SIGNATURE  
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.