INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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	Repository ☐
15-OCT-2019 JAN 2 2 2020	Reference No. 11268470

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number	
City TOLEDO	State OH	Zip Cod[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	Make	Model	Model Year
6G3F15RW2GL[redacted]	CHEVROLET	SS	2016

Date Purchased	Dealer's Name and Telephone Number			Engine: 6.2 No: Cylinders 8	Fuel Type:
12-02-16					
Original Owner ☑	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain 6.2 V8	Multiple Failure:	Incident Date(s) 31-JUL-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 80000	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ 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 2016 CHEVROLET SS. WHILE REVERSING THE VEHICLE, THE RADIO SCREEN TURNED BLACK AND THERE WAS NO PICTURE DISPLAY FOR THE REAR CAMERA. THE VEHICLE WAS TAKEN TO DAVE WHITE CHEVROLET (5880 MONROE ST, SYLVANIA, OH 43560, (419) 885-4444) WHERE IT WAS DIAGNOSED THAT THE RADIO NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.

OVER –

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)

WITH NO PICTURE DISPLAY THE REAR CAMERA AID NOT FUNCTION. THERE ALSO WAS NO NAVIGATION, NO G.P.S, NO WEATHER REPORTS, THE COMPLETE ONSTAR SYSTEM DID NOT WORK.
GM FIRST TRIED A SOFTWARE UPDATE BUT THIS DIDN'T WORK. THERE ARE HUNDREDS OF REPORTS ON THIS PROBLEM ON THE INTERNET, ESPECIALLY WITH THE GMC BRANDS THEY USE THE SAME SYSTEM. I INCLUDE A COPY OF THE INVOICE.

[redacted]

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

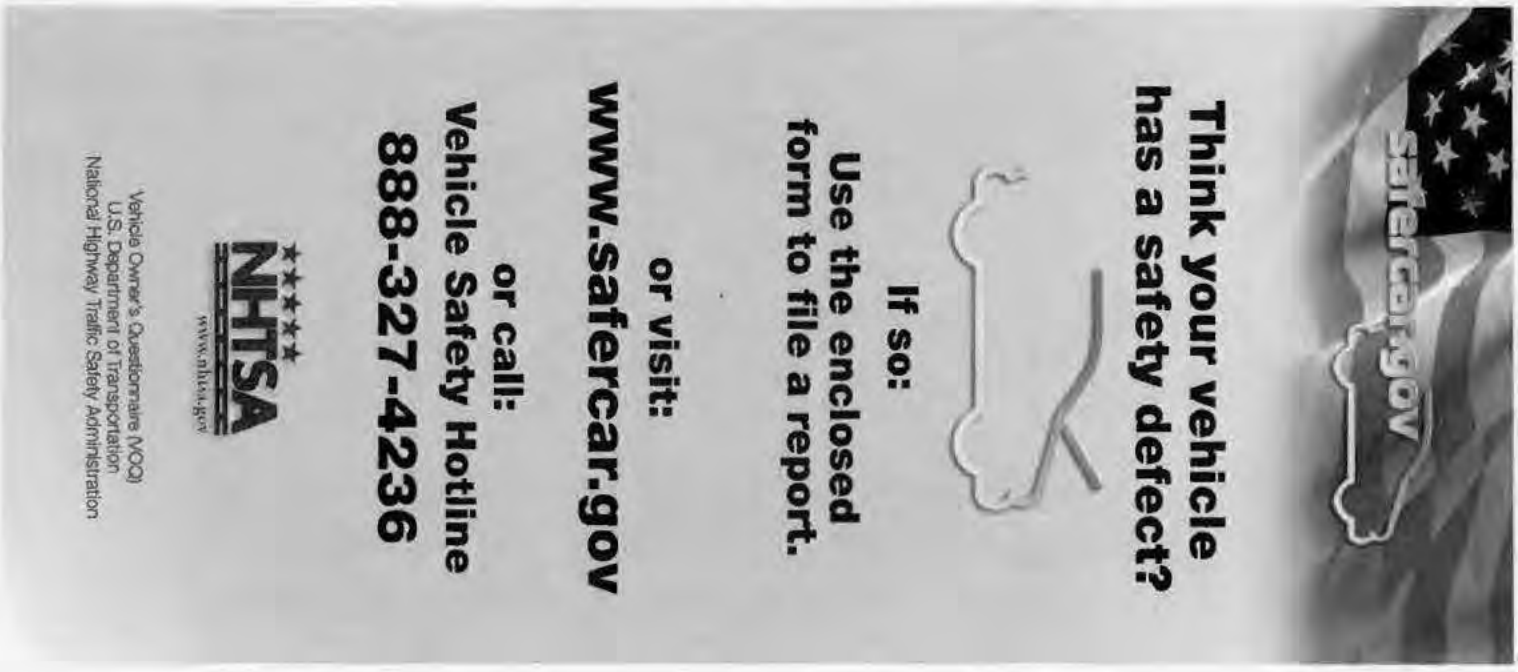
Official Business
Penalty for Private Use $300

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



dave white CHEVROLET

5880 Monroe St. • P.O. Box 196
SYLVANIA, OHIO 43560
(419) 885-4444
www.davewhitechevy.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KYLE 115	212	09/20/19	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 86,436		COLOR: BLACK/	
TOLEDO, OH [redacted]	YEAR / MAKE / MODEL: 16/CHEVROLET/SS/4DR SDN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 6 G 3 F 1 5 R W 2 G L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.		R.O. DATE: 09/17/19	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR

J# 1 01CVZA1OIL OIL & FILTER CHANGE TECH(S):991269 23.53
PERFORM OIL & FILTER CHANGE
PERFORMED OIL & FILTER CHANGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19383806	FILTER 1.836 Y	6.42	6.42	6.42
	8		88865639	DEXOS 530 8.800 N	3.75	3.75	30.00
						TOTAL - PARTS	36.42

MISC	CODE	DESCRIPTION	CONTROL NO	
	LDP	LABOR DISC PERCENTAGTE		-3.58
	PDP	PARTS DISCOUNT PERCENTAGE		-3.64
			TOTAL - MISC	-7.22

JOB# 1 TOTALS

LABOR	23.53
PARTS	36.42
MISC	-7.22
JOB# 1 JOURNAL PREFIX CVQS JOB# 1 TOTAL	52.73

JOB# 2 CHARGES

LABOR

J# 2 52CVZ01 TRIM ELECT CONCERN TECH(S):991269 289.95
CUSTOMER STATES CHECK FOR RADIO UPDATE-SCREEN IS BLACK
REPLACED AND PROGRAMMED RADIO AND CONTROL UNIT AND CHECKED
ALL FUNCTIONS AND OPERATIONS- WORKING AS DESIGNED AT THIS
TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		92279001	CONTROL 9.650 N	681.99	595.00	595.00
	1		92287179	RADIO 9.650 N	895.00	895.00	895.00
						TOTAL - PARTS	1490.00

JOB# 2 TOTALS

LABOR	289.95
PARTS	1490.00
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	1779.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSC	SHOP SUPPLIES		25.00
			TOTAL - MISC	25.00

COMMENTS
NONE

Kyle-Zyk-warranty

Scan this QR Code with your smartphone to schedule your next service appointment with Dave White Chevrolet!

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Dave White Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dave White Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products. This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

*SUPPLIES - A token charge equivalent to 8% of the labor charge to a maximum of $25.00 is included for supplies used on your vehicle.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED ON YOUR VEHICLE, EXCEPT THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

The Reynolds and Reynolds Company ERAINTINVE CJ-0944250 U (11/13)

5880 Monroe St. • P.O. Box 196
SYLVANIA, OHIO 43560
(419) 885-4444
www.davewhitechevy.com

R NO. [redacted]	ADVISOR KYLE 115	TAG NO. 212	INVOICE DATE 09/20/19	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 86,436	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET/SS/4DR SDN		DELIVERY DATE	DELIVERY MILES
OLEDO, OH [redacted]	VEHICLE I.D. NO. 6 G 3 F 1 5 R W 2 G L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE 09/17/19	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

OTALS----------

****
[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE
****

TOTAL LABOR....	313.48
TOTAL PARTS....	1526.42
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	25.00
TOTAL MISC DISC	-7.22
TOTAL TAX.....	134.68
TOTAL INVOICE $	**1992.36**

HANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Scan this QR Code with your smartphone to schedule your next service appointment with Dave White Chevrolet!

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DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Dave White Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dave White Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products. This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

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