

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -- 11390516
Date: Tuesday, February 16, 2021 8:11:54 AM

From: [REDACTED]
Sent: Friday, February 12, 2021 2:58 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Follow up to ODI Complaint -- 11390516

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern:

I could not unlock the PDF form, so I filled in the information with a pen and took a picture. If this is not acceptable please send me a file that is not locked so I can add the information needed.

Thank you,

[REDACTED]

 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: 28-JAN-2021 Repository: ☐ Reference No.: 11390516	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: WHITEFORD State: MD Zip Code: [REDACTED]			
Daytime Telephone Number: [REDACTED] Evening Telephone Number: Same		E-mail Address: [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 63671 (Sep. 5, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GNAXUEV3L1 [REDACTED]		Make: CHEVROLET	Model: EQUINOX
Date Purchased: 1-25-20	Dealer's Name and Telephone Number: Bob Bell Chevrolet of Bel Air 410-877-9900 Dealer's City: Bel Air	Engine: 1.5 L Turbo No. of Cylinders: 4 - Cyl.	Model Year: 2020 Fuel Type: Reg-Gras
Original Owner: [REDACTED]	State: MD Zip Code: 21014	Transmission Type: 6-SPD Automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain: Multiple Failure: Incident Date(s): 01-MAY-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 100000 POWER TRAIN		Failure Mileage: 3000	Failure Speed: 25 to 35, 40 mph
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: 5DTMAL8AB0008)	☐ 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, failure(s), crash(es), and injury(ies).)			
Crash: ☐ Yes ☒ No	Fire: ☐ Yes ☒ No	Number of Persons Injured: 0	Number of Deaths: 0
Reported to Police: N		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 2020 CHEVROLET EQUINOX. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE WOULD WOBBLE WHEN TRAVELING UP AN INCLINE WITHOUT WARNING. THE CONTACT STATED THAT THE WOBBLE CEASED UPON DEPRESSION OF THE BRAKE PEDAL. THE CONTACT HAD TAKEN THE VEHICLE TO BOB BELL CHEVROLET (1-NAME-67-BALTIMORE-MD-21024) ON THREE SEPARATE OCCASIONS WHERE THE MECHANIC WAS UNABLE TO DUPLICATE THE FAILURE AFTER EACH VISIT. THE MANUFACTURER HAD YET TO BE NOTIFIED OF THE FAILURE. THE VEHICLE HAD YET TO BE REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000.			
Bob Bell Chevrolet of Bel Air 1230 Bel Air Road Bel Air, MD 21014			
Includes, if available: Police/Fire Department Report, Photos, and Repair Invoice			
ATTACH ADDITIONAL SHEETS IF NECESSARY.			