


Dealer ship that does the maintenance

Ballard's 476 US Highway 19 North Weston WV 26452

Phone (304) 269-6451

 <b>DOT Auto Safety Hotline</b> U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY 100182</b> Date Received: 2004 JUN -4 28-APR-2004		Repository <input type="checkbox"/> Reference No.: 10071788	
<b>OWNER INFORMATION (Type or Print)</b>							
Name		Address		Daytime Telephone Number		E-mail Address	
City: WESTON		State: WV		Zip Code:		Evening Telephone Number	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of a signature, provide your name or address to the vehicle manufacturer.							
Signature of Owner: _____ Date: 5/13/04							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNEL19W9YB125838				Make: CHEVROLET		Model: ASTRO	
Model Year: 2000		Dealer's Name and Telephone Number: Mountain Motor Sales		Engine: No. Cylinders: 6		Fuel Type: gas	
Date Purchased: 9/15/00		Dealer's City: ELKINS		State: WV Zip Code: 26241		<input checked="" type="checkbox"/> Original Owner	
Transmission Type: Automatic		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain		Vehicle Component Code: 0S4520 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS	
Multiple Failure: 1							
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Incident Date(s)		Failure Mileage: 28000		Failure Speed			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM18ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).							
CONSUMER COMPLAINED ABOUT A BRAKE PROBLEM. WHILE DRIVING DOWNHILL BRAKES OVERHEATED. ALSO, THERE WAS A VERY STRONG SMELL, LIKE BURNED RUBBER. CONSUMER TOOK VEHICLE TO THE DEALER. BUT DEALER COULD NOT DUPLICATE THE PROBLEM. DEALER URGED CONSUMER TO TAKE VEHICLE TO ANOTHER DEALERSHIP. HOWEVER, CONSUMER FELT THAT TRAVEL TIME TO THE ALTERNATE DEALERSHIP WOULD BE A SAFETY HAZARD. *AK <b>Rotors + Pads Replaced At 28,000 Miles (Rusted + Cracked)</b> <b>Multiple Times brakes over heated when descending steep grades while on trips</b>							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>							
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.							

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**