



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 28-AUG-2006  
Repository   
Reference No. 10166699

**OWNER INFORMATION (Type or Print)**

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Address [REDACTED] Evening Telephone Number [REDACTED]  
City ORANGEVALE State CA Zip Code [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTYR1G [REDACTED] Make CHEVROLET Model ASIRO Model Year 1999  
Date Purchased 01-APR-99 Dealer's Name and Telephone Number FOLSOM CHEVROLET UNKNOWN 916 765-5600 Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City FOLSOM State CA Zip Code 95763  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC Multiple Failure: 1

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

Incident Date(s) 24-AUG-2006 Failure Mileage 63500 Failure Speed 30 *Power Steering Pump*

**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: DOTM9ABC036)  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).

DT\*: THE CONTACT STATED WHILE APPLYING BRAKE PRESSURE AT 30MPH, THERE WAS AN INCREASED STOPPING DISTANCE AND A LOSS OF THE POWER STEERING WHICH RESULTED IN A REAR END COLLISION. THE OCCUPANTS WERE WEARING SEAT BELTS, NO INJURIES WERE SUSTAINED. THERE WAS MINOR DAMAGE TO BOTH VEHICLES, BUT THEY WERE ABLE TO BE DRIVEN FROM THE SCENE. THE POLICE WERE NOT ALERTED. THE VEHICLE WAS NOT INSPECTED BY A DEALER. THE MANUFACTURER WAS NOT ALERTED.

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.

September 22, 2006

Dear Nation Highway Transportation Safety Board,

We bought our vehicle new from Folsom Chevrolet in April 1999. On June 24<sup>th</sup> of that month my wife was driving in Sacramento when the brakes failed for the first time. Fortunately, she was able to stop without hitting anything. The vehicle had approximately 2,500 miles on it at this time. The vehicle had to be towed to Daugherty Chevrolet in Sacramento for service. (See document attached)

Between June 24, 1999 and August 24, 2006 we experienced numerous problems with the vehicle. (See attached documents) On August 24, 2006 the brakes failed again. This time my son was driving with his learners permit, with me in the vehicle. This time the brakes failed and resulted in an accident. My son was not able to stop before rear-ending another vehicle at an intersection. Fortunately, both vehicles could be driven from the scene with no reported injuries.

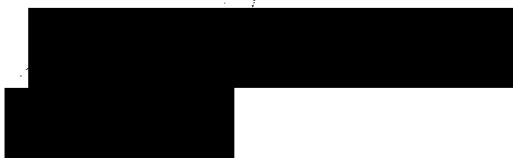
On September 1, 2006 I took the vehicle to a mechanic to have the problem diagnosed. The diagnoses were internal power steering pump failure. (See attached document) This vehicle has the hydro boost power brake system, which operated with power supplied by the power steering pump. When the power steering pump fails both power steering and power brakes go at the same time.

I replaced the pump myself and found the problem to be a broken shaft in the old pump. I have the old pump in my possession and can provide it upon request.

My wife drove this vehicle until May of 1999. I was always careful to have the brakes done by qualified professions, for the life of the vehicle. The first brake job was required at about 18000 miles and was performed by Folsom Chevrolet. I have not been able to find documentation for this yet, but I am sure that Folsom Chevrolet did it at about 18000 miles. Folsom Chevrolet did the second brake job at 47,538 miles. (See attached document)

On September 11, 2006, I took the vehicle to a repair shop for an estimate. The preliminary cost was \$4,200. (See attached document) If you have need of further information or questions feel free to contact me.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

**GOLDEN STATE COLLISION CENTERS INC**  
 License # [REDACTED] Federal ID [REDACTED]  
 EPA #CAR60145  
 [REDACTED]  
 ORANGEVALE, CA [REDACTED]  
 [REDACTED] Fax: [REDACTED]

**PRELIMINARY ESTIMATE**

Written By: [REDACTED]  
 Adjuster: [REDACTED]

**Insured:** [REDACTED]  
**Owner:** [REDACTED]  
**Address:** [REDACTED] DR.  
 ORANGEVALE, CA [REDACTED]  
**Evening:** [REDACTED]

**Claim #**  
**Policy #**  
**Deductible:**  
**Date of Loss:**  
**Type of Loss:**  
**Point of Impact:**

**Inspect** GOLDEN STATE COLLISION CENTERS I  
**Location:** EPA #CAR60145  
 9439 GREENBACK LANE  
 ORANGEVALE, CA 95662

**Business:** [REDACTED]

**Insurance Company:**

Days to Repair

1999 CHEV [REDACTED] ASTRO 6-4.3L-FI 3D VAN GOLD Int:  
**VIN:** 1GNDM19W5X [REDACTED] **Lic:** [REDACTED] CA **Prod Date:** 01/1999 **Odometer:** 63926  
 Air Conditioning Intermittent Wipers Dual Mirrors  
 Clear Coat Paint Power Steering Power Brakes  
 AM Radio FM Radio Stereo  
 Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag  
 Bucket Seats Rear Step Bumper Automatic Transmission  
 Overdrive

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H front bumper					
3*	Repl	Bumper cover	1	234.59		1.5	
4		Add for Clear Coat				Incl.	2.6
5		GRILLE					1.0
6	Repl	Grille Chevrolet w/composite lamp	1	333.90		Incl.	
7		FRONT LAMPS					
8	Repl	RT Park/marker lamp	1	42.71		Incl.	
9		COOLING					
10	Repl	Radiator support	1	281.51	s	8.0	1.0
11		Aim headlamps				0.5	
12		Evacuate & recharge				m	1.4
13		Refrigerant recovery				m	0.4
14		Add for AC option				m	0.5

**PRELIMINARY ESTIMATE**

1999 CHEV M10 4X2 ASTRO 6-4.3L-FI 3D VAN GOLD Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
15		Add for auto trans				m 0.3	
16		AIR CONDITIONER & HEATER					
17*	Repl	Condenser	1	242.27		m Incl.	
18		HOOD					
19	Repl	Hood	1	268.84		1.5	2.5
20		Add for Clear Coat					1.0
21		Add for Underside(Complete)					1.3
22	Repl	Lock	1	42.96		Incl.	
23	Repl	Lock support	1	9.02		Incl.	
24		FENDER					
25	Blnd	RT Fender					1.2
26	Blnd	LT Fender					1.2
27	R&I	RT Lower molding				0.3	
28	R&I	LT Lower molding				0.3	
29#	Rpr	PARTIAL SET UP FOR FLOOR PULL				1.0	F
30#	Repl	Cover car from overspray A/M	1	5.00	X	0.3	
31#		RELIEF PULLS	1			1.0	
32#	Subl	HAZ WASTE	1	5.00	X		
33#		Tint paint for color match	1			0.5	
34#		Color sand & polish	1			1.0	
35#	Repl	FLEX ADDITIVE A/M	1	8.00			

Subtotals ==> 1473.80 18.5 11.8

Parts			1463.80
Body Labor	17.5 hrs @ \$ 72.00/hr		1260.00
Paint Labor	11.8 hrs @ \$ 72.00/hr		849.60
Frame Labor	1.0 hrs @ \$ 72.00/hr		72.00
Paint Supplies	11.8 hrs @ \$ 35.00/hr		413.00
Sublet/Misc.			10.00

SUBTOTAL \$ 4068.40  
Sales Tax \$ 1876.80 @ 7.7500% 145.45

GRAND TOTAL \$ 4213.85

ADJUSTMENTS:  
Deductible 0.00

CUSTOMER PAY \$ 0.00  
INSURANCE PAY \$ 4213.85

THIS ESTIMATE HAS BEEN PREPARED PER VEHICLE OWNERS REQUEST. SOME OF THE ITEMS LISTED MAY OR MAY NOT BE PART OF AN INSURANCE RELATED CLAIM. REPAIRS ARE BASED ON GOLDEN STATE COLLISION'S ESTIMATE AND INVOICE NOT NECESSARILY THAT OF THE INSURANCE COMPANIES.

CUSTOMER NAME



SERIAL NO. 1GNDM19W



R.O. NO. 201758	1	RO.DATE 05/07/2004	2	DEPT (S,B,P)	S SERVICE
[2 OF 13]	[1 OF 2]	3 MILEAGE 47538	4	ADVISOR NO. 468	

5 OPERATION NO. 15CTZINSP OP. DESC. BRAKE INSPECTION  
 6 SALE TYPE (C/W/I) C TECH.NO(S). 822  
 7 COMPLAINT CUSTOMER REQUESTS INSPECT BRAKES, ADVISE SPECS; SQUEALING  
 OCCURS FROM FT BRAKES WHEN APPLIED  
 8 CAUSE VERIFIED ON ROADTEST. NO PULSATION/ PULL. REMOVED ALL 4  
 MORE-> WHEELS. FRONT BRAKES AT WEAR SENSORS. ROTORS AT 1.17"L,  
 9 CORRECTION REPLACED FRONT BRAKE PADS AND MACHINED ROTORS. INSPECTED  
 ORIG/MORE-> AND PACKED FRONT WHEEL BEARINGS. REPLAED HUB SEALS. REPLACED

10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
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11 CAMPAIGN NO.	CAMPAIGN DESC.
12 CAMPAIGN NO.	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

JOB#: 1 OPERATION: 15CTZINSP DESCRIPTION: BRAKE INSPECTION

1. COMPLAINT : CUSTOMER REQUESTS INSPECT BRAKES, ADVISE SPECS; SQUEALING OCCURS FROM FT BRAKES WHEN APPLIED

2. CAUSE : VERIFIED ON ROADTEST. NO PULSATION/ PULL. REMOVED ALL 4 WHEELS. FRONT BRAKES AT WEAR SENSORS. ROTORS AT 1.17"L, 1.22"R, MIN SPEC IS .980", OK TO MACHINE. REAR BRAKE SHOES WORN TO RIVETS. DRUMS AT 9.51", MAX SPEC IS 9.59", OK TO MACHINE. SUGGEST TO REPLACE FRONT BRAKE PADS AND MACHINE ROTORS, REPLACE REAR BRAKE SHOES AND MACHINE DRUMS.

3. CORRECTION: REPLACED FRONT BRAKE PADS AND MACHINED ROTORS. INSPECTED ORIG AND PACKED FRONT WHEEL BEARINGS. REPLAED HUB SEALS. REPLACED REAR BRAKE SHOES AND MACHINED DRUMS. ROADTESTED, OK.

(E=ENTER) (M#=MORE LINES) (O=ORIG ENTRY)

AUG 25, 2006 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5031 3100

CUSTOMER NAME [REDACTED] SERIAL NO. 1GNDM19W5 [REDACTED]  
TOTAL R/O'S 13 TOTAL SERV. DAYS 26 MAKE CT CHEVROLET TRUCK

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LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	476	7	W 31CTZ	PAINT DEPARTMENT
13	73137	01/21/1999	16	A	437			
				T	443	1	W 51CTZPDI	NEW CAR PDI
				T	443	2	W 51CTZDET	NEW CAR DETAIL

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT)

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
CUSTOMER NAME		[REDACTED]		SERIAL NO.		1GNDM19W5X [REDACTED]		
TOTAL R/O'S		13		TOTAL SERV. DAYS		26 MAKE CT CHEVROLET TRUCK		
10	107615	07/18/2000	12593	A				
				T	468			
				T	784	1	W 02CTZ	GLASS & TRIM DEP
				T	784	2	W 14CTZ	ELECTRICAL DEPT.
				T	719	3	W 15CTZ	BRAKE SYSTEM DEP
				T	773	4	I 02CTZ01	TRIM
11	97094	02/08/2000	8970	A				
				T	404			
				T	701	1	I 02CTZEXTRM	EXTERIOR TRIM
				T	701	2	W 02CTZ1	GLASS & TRIM
12	91051	11/03/1999	6693	A				
				T	404			
				T	476	1	W 14CTZ	ELECTRICAL DEPT.
				T	476	2	W 14CTZCKDI1	CHECK & DIAGNOS
				T	476	3	W 03CTZ	AIR CONDITIONING
				T	476	4	W 14CTZRADIO	RADIO
				T	476	5	W 15CTZ1	BRAKE SYSTEM CHE
				T	476	6	W 02CTZA	GLASS & TRIM

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT)

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	815	1	C 16CTZ2	SQUEAKING NOISE
				T	843	2	I 08CTZCHBAT	BATTERY
7	136860	09/12/2001	29790	A	838			
				T	854	1	W 08CTZ	ENGINE ELECTRICAL
				T	813	2	W 14CTZCKDI1	CHECK & DIAGNOSIS
				T	813	3	W 14CTZCKDI2	CHECK & DIAGNOSIS
				T	813	4	W 14CTZGUAGE	INSTRUMENTS/GAUGES
8	133439	07/26/2001	22299	A	405			
				T	704	1	W 02CTZ04	TRIM
9	131414	06/29/2001	22290	A	404			
				T	854	1	I 14CTZBULB	BULBS
				T	822	2	W 02CTZ1	GLASS & TRIM
				T	822	3	W 02CTZ2	GLASS & TRIM
				T	405	4	W 29CTZENT	ENTPRISE RENTAL
				T	843	5	C 01CTZBGFLUSH	TRANS FLUSH

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CUSTOMER NAME [REDACTED] SERIAL NO. 1GNDM19W5 [REDACTED]  
 TOTAL R/O'S 13 TOTAL SERV. DAYS 26 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....	
1	205953	07/12/2004	49244	A					
				T	841				
				T	412	1	C	14CTZ	ELECTRICAL DEPT.
2	201758	05/07/2004	47538	T					
				T	852	2	C	01CTZBGFLUSH	TRANS FLUSH
				T	852	3	C	01CTZFFILTER	REPLACE FUEL FIL
3	190266	11/03/2003	44449	A					
				T	468				
				T	822	1	C	15CTZINSP	BRAKE INSPECTION
4	149500	03/11/2002	33803	T					
				T	822	2	C	02CTZ01	TRIM
				T	404				
5	148336	02/22/2002	33582	A					
				T	857	1	C	02CTZ5	DOORS
				T	831	1	W	02CTZ	GLASS & TRIM DEP
6	137297	09/18/2001	29897	A					
				T	831	1	W	14CTZ	ELECTRICAL DEPT.
				T	831	2	W	14CTZCKDI1	CHECK & DIAGNOS
				A					

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT)

VIN # 1FTYK0D5 [REDACTED]

CUSTOMER NAME		SERIAL NO. 1GNDM19W5	
R.O. NO. 91051	1	RO.DATE 11/03/1999	2 DEPT (S,B,P) S SERVICE
[12 OF 13]	[5 OF 7]	3 MILEAGE 6693	4 ADVISOR NO. 404
5 OPERATION NO. 15CTZ1		OP. DESC. BRAKE SYSTEM CHECK	
6 SALE TYPE (C/W/I) W		TECH.NO(S). 476	
7 COMPLAINT CUST STATES ABS LIGHT ON			
8 CAUSE RELATED TO LINE 1			
9 CORRECTION			
10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO. OPERATION NO.
11 CAMPAIGN NO.		CAMPAIGN DESC.	
12 CAMPAIGN NO.		CAMPAIGN DESC.	

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME [REDACTED] SERIAL NO. 1GNDM19W [REDACTED]

R.O. NO. 107615 1 RO.DATE 07/18/2000 2 DEPT (S,B,P) S SERVICE  
[10 OF 13] [3 OF 4] 3 MILEAGE 12593 4 ADVISOR NO. 468

5 OPERATION NO. 15CTZ OP. DESC. BRAKE SYSTEM DEPT.  
6 SALE TYPE (C/W/I) W TECH.NO(S). 719  
7 COMPLAINT GREASE LEAKING OF FRONT WHEELS

8 CAUSE NORMAL BRAKE DUST  
ORIG  
9 CORRECTION WORKING TO DESIGN INTENT  
ORIG

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
107615 H9995

11 CAMPAIGN NO. CAMPAIGN DESC.  
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME [REDACTED]

SERIAL NO. 1GNDM19W5 [REDACTED]

R.O. NO. 91051 1 RO.DATE 11/03/1999 2 DEPT (S,B,P) S SERVICE  
[12 OF 13] [1 OF 7] 3 MILEAGE 6693 4 ADVISOR NO. 404

5 OPERATION NO. 14CTZ OP. DESC. ELECTRICAL DEPT.

6 SALE TYPE (C/W/I) W TECH.NO(S). 476

7 COMPLAINT CUST STATES PASS DOOR GLASS WONT GO UP

8 CAUSE IGNITION MAXI FUSE BLOWN CAUSING PROBLEM. REPAIRED SHORTED  
WIRES TO WINDOW MOTOR. REROUTED HARNESS. REPLACED MAXI FUSE

9 CORRECTION

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
91051 N1940

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

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).