


**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center"><b>DOT Auto Safety Hotline</b></p> <p align="center"><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</p>		<p align="right">FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received <b>JUL 23 2010</b></p>		<p>Repository <input type="checkbox"/></p>	
		<p>08-JUN-2010</p>		<p>Reference No. 10335280</p>	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
WILMOT	AR				
<p><i>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).</i></p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)		Make	Model	Model Year	
		CHEVROLET	ASTRO	1997	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			07-JUN-2010	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage	Failure Speed	
				30	
<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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL*THE CONTACT OWNS A 1997 CHEVROLET ASTRO VAN. WHILE DRIVING AT SPEEDS OF 30 MPH, THE VEHICLE LOST POWER AND STALLED. THE CONTACT STATED THE ODOMETER AND OTHER UNKNOWN LIGHTS ON THE DASHBOARD FAILED. THE VEHICLE WAS DIAGNOSED BY AN INDEPENDENT MECHANIC AND ADVISED THE CONTACT THERE WAS A COMPUTER FAILURE IN THE VEHICLE. THE VEHICLE WAS DIAGNOSED BY TWO ADDITIONAL MECHANICS WHICH ADVISED THE CONTACT OF THE SAME FAILURE. THE CONTACT HAD NOT INFORMED THE DEALER OR THE MANUFACTURER. THE VIN WAS NOT AVAILABLE. THE CURRENT AND FAILURE MILEAGES WERE NOT AVAILABLE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float:right">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>					
<p>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.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

5. I owned the following Chevrolats: 1968 Impala, 1977 Impala, 1988 Chevrolet Astro Van, with no trouble. This 1997 Astro Van has been a problem for many years and I am losing confidence in Chevrolet products.

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, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



[safercar.gov](http://safercar.gov)

Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



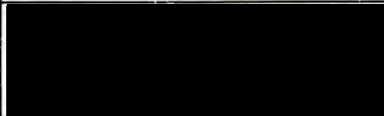

Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

Martin - Wallace Tire  
 1148 Hwy 133 N.  
 Crossett, AR 71635

**SALES RECEIPT**

Date	Invoice #
8/10/2009	32555

Phone #	1-870-364-2010
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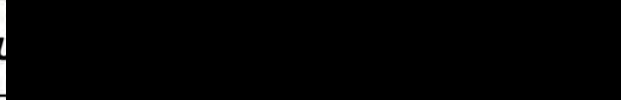
Bill To	Martin Wallace Tire appreciates you!
	
<i>Wilmot AR</i>	
Telephone #	
	
	\$44.70

**PAID**

	PAST DUE DATE	8/10/2009
REP	P.O. No.	Department
		Payment Terms
		<b>PD CASH</b>

Quantity	Description	Rate	Amount
	NO LABOR WARRANTY WORK	0.00	0.00T
	AC PRESSURE CYC	<i>07-14-2010</i> 41.39	41.39T
	SALES TAX	8.00%	3.31
<p><i>Dear Sir:</i>          Ask these peoples about my #300 plus I paid to have a compressor replaced. 1997 chev van astro has a security switch and it took 3-mechanic three days before they could start the van.</p> <p><i>1. 1997 chev van had a recalled wiper motor.</i>  <i>2. Driving 30 to 40 MPH the engine stop and the van is hard to control.</i>  <i>3. Driving along when all the lights went out on the odometer.</i>  <i>P.S. Bad computer.</i></p>			

Sales Total	\$44.70
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SIGNATURE 

Payments/Credits	\$-44.70
Balance Due	\$0.00

\*\* ACCOUNTS PAST DUE ARE SUBJECT TO FINANCE CHARGES \*\*