

Form Approved: O.M.B. No. 2127-0008

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

 U.S. Department of Transportation National Highway Traffic Safety Administration		Form Approved: O.M.B. No. 2127-0008	
Name: [REDACTED]		FOR AGENCY USE ONLY 100148	
Address: [REDACTED]		Date Received: 19-APR-2023	
City: Wilmington State: CA ZIP Code: [REDACTED]		Repository: ☐	
		Reference No.: 11517826	
		Daytime Telephone Number: [REDACTED]	
		Email Address: [REDACTED]	
		Evening Telephone Number: [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: 3GNFK12Y38G [REDACTED]			
Date Purchased: Feb 2021	Dealer's Name and Telephone Number: Bayside Auto (closed down)		Model Year: 2008
Original Owner: ☐	Dealer's City: Wilmington	STATE: CA ZIP Code: 90744	Engine: No. Cylinders: 6.0L V8 SFI
Transmission Type: ☐ Antilock Brakes ☒ Cruise Control	Powertrain:	Multiple Failure:	Fuel Type: Gasoline
Incident Date(s): 01-APR-2023			

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 026000 TRACTION CONTROL SYSTEM		Failure Mileage: 125000.0
		Failure Speed: 30 miles

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: DOTM19ABC036):	☐ Original Requirement ☐ 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), 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), 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).

The contact owns a 2008 Chevrolet Avalanche. The contact stated that while operating the vehicle, the traction control warning light illuminated, and the vehicle became very unstable and difficult to steer. The vehicle was taken to the local dealer who diagnosed that the traction control system was faulty and needed to be replacement. The vehicle was not yet repaired. The manufacturer was not yet contacted. The failure mileage was 125,000. customer contacted dealer at Chevrolet in Carson, Ca to inspect vehicle for issues related to traction control system and was declined, customer also bought parts/sensors, to save on bill and was declined by rep. at Chevrolet Carson, Ca. Customer ([REDACTED]) main driver of vehicle is now trying to get vehicle repaired by anyone who will help her.

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.

View order details

Order date: May 9, 2023
Order ID: [REDACTED]
Order total: \$85.27 (1 item)

Shipment details

Standard Shipping

Delivered

Delivery Estimate
Sunday, May 14, 2023 by 8pm



**Front & Rear Wheel
Speed Sensor Kit Set of
4 Compatible with
GM...**

\$100.70

Qty: 1
Sold by: W Supply

Contact Seller

Track shipment >

Buy it again >

Payment information

Payment Method



Not yet shipped

Delivery Estimate
Arriving overnight 4 AM - 8 AM



**20910871 Equipment
Steering Wheel
Position Sensor for GM
2010-2014...**

\$48.00

Qty: 1
Sold by: LPO STORES

Track shipment >

Buy it again >

Payment information

Payment Method

Debit Card ending in [REDACTED] >

Billing Address

[REDACTED]
WILMINGTON, CA

Shipping address

[REDACTED]

WILMINGTON, CA
United States





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

