

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

01-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718148

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3GNEC16R8XG266114	CHEVROLET TRU	SUBURBAN	1999	

Purchase Date 01-OCT-1999	Dealer's Name _____	Engine Size (CID/CC/L) 5.7L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
--	---	--	--	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000	Part Name(s) LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4000	Date(s) of Failure(s) _____ Mileage at Failure(s) 100 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WE HAVE A ONGOING PROBLEM WITH THE HEADLIGHTS DIMMING OR FLICKERING AT NIGHT. WE HAVE HAD IT INTO THE DEALER FOR REPAIRS 3 TIME FOR THIS PROBLEM. THEY HAVE BEEN UNABLE TO VERIFY THE PROBLEM, DUE TO THE FACT THAT THEY ARE CHECKING IT IN THE DAYTIME, BUT DID REPORT TO US UPON PICKUP OF THE VEHICLE ON LAST VISIT, THAT THEY HAVE 3-4 OTHER SUBURBANS IN THEIR DEALERSHIP WITH THE SAME REPORTED PROBLEM. GM IS AWARE OF THE PROBLEM, BUT AS OF YET HAS NOT LOCATED THE PROBLEM OR HAVE A SOLUTION FOR REPAIR. THIS IS A SERIOUS SAFTY ISSUE WHEN DRIVING AT NIGHT, OTHER MAY THINK THAT YOU ARE FLASHING YOU LIGHTS AT THEM OR HAVE AN EMERGANCY, OR THE LIGHT MAY HAVE TOTAL FAILURE IN THE FUTURE. OBVOUSLY, A SERIOUS ELECTRICAL PROBLEM. NO CAUSE OR CURE AS OF YET. ANOTHER EI

CONTINUED ON BACK (REVERSE)

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.