

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

19-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

721693

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) 1GNFK16R7XJ347949	Vehicle Make CHEVROLET TRU	Vehicle Model SUBURBAN	Vehicle Year 1999	Current Odometer Reading
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Purchase Date 01-NOV-1998	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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03260000	Part Name(s) BRAKES:HYDRAULIC:SHOE AND DRUM SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1000	Date(s) of Failure(s) 01-DEC-1998 Mileage at Failure(s) 12000 Vehicle Speed at Failure(s) 20	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE BRAKING SYSTEM IN THIS CAR IS TOTALLY INADEQUATE TO PROVIDE SAFE BRAKING. FAR TOO MUCH PRESSURE IS REQUIRED TO REACH MAXIMUM BRAKING. CHEVROLET SERVICE TECHNICIANS SAY THE PROBLEM IS THAT THE REAR BRAKES OFTEN LOSE TENSION AND THE VEHICLE BECOMES TOTALLY RELIANT ON ONLY THE FRONT BRAKES TO STOP. THIS IS EXCEPTIONALLY DANGEROUS. THE CAR HAS BEEN IN FOR SERVICE ON THE BRAKES AT LEAST A HALF DOZEN TIMES, WITH TEMPORARY RESULTS. CHEVROLET TECHNICIANS SAY THE BRAKES ARE THE MOST COMMONLY COMPLAINED ABOUT FEATURE OF THIS CAR. THE 2000 MODEL YEAR HAS A TOTALLY REDESIGNED AND MORE EFFECTIVE REAR DISC SYSTEM. THE MODELS EQUIPPED WITH INEFFECTIVE REAR DRUMS SHOULD HAVE A REQUIRED REAR DISC RETROFIT OR OTHER PERMANENT SOLUTION. *AK

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.