

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

12-JUN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

723918

 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.) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1BL52W2SR181138	CHEVROLET	CAPRICE	1995	

Purchase Date 01-MAY-1996	Dealer's Name _____	Engine Size (CID/CC/L) 265CID	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 07300000 07421000	Par. Name(s) SUSPENSION:INDEPENDENT FRONT POWER TRAIN:TRANSMISSION:AUTOMATIC POWER TRAIN:DRIVESHAFT	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 20	Date(s) of Failure(s) 15-JUN-1998 Mileage at Failure(s) 11000 Vehicle Speed at Failure(s) 48	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CAR BEGAN TO VIBRATE BADLY AT ELEVEN THOUSAND MILES THOUGHT IT WAS A FRONT END PROBLEM TOOK IT BACK TO BOBBARROWS JUNE 1998 UNDER THE EXPRESS WARRANTY ON THE CAR. SAID TO HAVE BEEN REPAIRED, SAME STORY TWENTY TIMES PLUS OVER THE NEXT TWO YEARS. REPLACED NEW TRANSMISSION NEW DRIVE SHAFT AND UMPTEEN OTHER PARTS. NEW TRANSMISSION DAMAGED BY THE VIBRATING DRIVE SHAFT HAD TO HAVE REAR SEAL REPLACED. CAR VIBRATES QUITE VIOLENTLY AT SPEEDS FROM 25 TO 55 MILES PER HOUR WORSE IN OVERDRIVE THAN STANDARD DRIVE. BARROWS AND CHEVROLET NOW TELL ME THAT THE PROBLEM IS MINE, THAT THEY HAVE NO IDEA WHAT IS WRONG WITH THE CAR AND NEVER HAVE KNOWN WHAT WAS CAUSING THE PROBLEM. THE VIBRATION IS BECOMING PROGRESSIVELY WORSE. IT IS A DANGEROUS CAR TO DRIVE AND IS STILL

CONTINUED ON BACK PLEASE

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.