

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-AUG-2000

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Reference No.

726362

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) (located at front of vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3GNEC16R7VG108313	CHEVROLET TRU	SUBURBAN	1997	

Purchase Date 01-OCT-1996	Dealer's Name _____	Engine Size (CID/CC/L) 350	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 03262000 07421000	Part Name(s) BRAKES:HYDRAULIC/ANTI-SKID SYSTEM BRAKES:HYDRAULIC/SHOE AND DRUM SYSTEM:SHOES POWER TRAIN:DRIVESHAFT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 04-JUL-2000 Mileage at Failure(s) 52200 Vehicle Speed at Failure(s) 30	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)

ABS SYSTEM WAS ACTIVATING DUE TO DEFECT IN SNAP RING OF TRANSMISSION. THE BRAKES WOULD FAIL AT SLOW SPEED CAUSING THE ABS SYSTEM TO THINK THE REAR TIRES WERE SLIDING. THEREFORE THE ABS SYSTEM WOULD WORK. THE REASON FOR THIS WAS THE SNAP RING IN THE TRANSMISSION WAS MISPOSITIONED CAUSING THE OUTPUT SHAFT TO HAVE TOO MUCH END PLAY, THEREFORE CAUSING THE VEHICLE SPEED SENSOR TO LOSE SIGNAL, AND THE ABS SYSTEM WOULD KICK IN EVERYTIME YOU STOPPED. THE COMPUTER NEVER LOGGED THAT THE ABS SYSTEM HAD EVER BEEN WORKING, OR HAD EVER WORKED. AFTER REASSEMBLE THE TRANSMISSION CORRECTLY EVERYTHING APPEARS TO BE WORKING FINE. THIS PROBLEM APPEAR TO HAVE CAUSED ABNORMAL WEAR IN THE REAR BRAKE SHOES, DUE TO THE FACT THAT THE ABS W

CONTINUE ON BACK IF NEEDED

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.