



U.S. Department of Transportation

National 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

Data Received 05-NOV-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 735801	

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 drivers side)</small> 2G1WL52M8W9110252	Vehicle Make CHEVROLET	Vehicle Model LUMINA	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-OCT-1998	Dealer's Name _____	Engine Size (CID/CYL) 3.1 L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle	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 03260000	Par. Name(s) BRAKES:HYDRAULIC:SHOE AND DRUM SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 22-JUL-1999 Mileage at Failure(s) 10640 Vehicle Speed at Failure(s) 5	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), Crashes), 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	Number of Fatalities	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)

I HAVE BEEN HAVING PROBLEMS WITH THE REAR BRAKES ON MY 1998 LUMINA. THEY WOULD DRAG AND MAKE A METAL TO METAL NOISE. I TOOK THE CAR INTO FRONTIER CHEVROLET 5 TIMES FOR THIS PROBLEM. AS I SAID, THE BRAKES MADE A METAL TO METAL NOISE, THE BRAKES WOULD DRAG, SOMETIMES EVEN SKIDDING THE TIRES ON DRY PAVEMENT. THIS HAPPENED WITH LIGHT TO MODERATE BRAKE PRESSURE ON THE PETAL. THE LAST TIME I WAS INTO FRONTIER CHEVROLET, THE SHOP FORMAN TOLD ME THAT HE WAS NOT GOING TO FIX IT BECAUSE HE DIDN'T SEE ANYTHING WRONG. I CONTACTED GM AT THEIR CUSTOMER SERVICE HOTLINE ON AT LEAST TWO OR POSSIBLY THREE OCCASIONS. I WAS TOLD THAT THEY COULDN'T REACH THE SHOP FORMAN AND THEY WOULD GET BACK TO ME. THEY NEVER DID. I LIVE IN MONTANA WHERE ICY ROADS ARE A PROBLEM IN THE WINT

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.