



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 798

Date Received

24-JAN-2002

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

8002789

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>(Location at bottom of windshield and driver's side door)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
N/A	CHEVROLET TRUCK	ASTRO	1997			
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input checked="" 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 type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10312000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER:MOTOR	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
No of Failure	Dates of Failure(s) 01-JAN-2001 Mileage at Failure(s) 64500 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input type="checkbox"/> No
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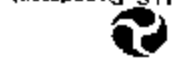
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WINDSHIELD WIPERS INTERMITTENTLY BECOME INOPERABLE DUE A MALFUNCTION WITHIN WINDSHIELD WIPER MOTOR, CAUSE UNKNOWN. PLEASE GIVE ANY FURTHER DETAILS.*AK

GOVERNMENT USE ONLY

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.

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)



NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline
Administration
Traffic Safety
National Highway
of Transportation
U.S. Department

OWNER INFORMATION (Type or Print)

735597

8002789

Reference No.

8002789

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798

FOR AGENCY USE ONLY

DEFICITS INVESTIGATION
JAN 29 2002
8002789

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
 YES NO
In the absence of your signature, the manufacturer's name and address to which the report will be sent is: _____
Signature of Owner: _____

VEHICLE INFORMATION

Vehicle Model: CHEVROLET TRU ASTRO
Vehicle Year: 1997
Current Odometer Reading: 69,500 mi

Dealers Name: Sexton Automotive Group
City: Harrison State: TN Zip Code: _____
Purchase Date: JAN-1998
New Used

Transmission Type: Automatic Manual
Antilock Brakes: Yes No
Restraint System: 3-Point Belt Motorball 2-Point Belt Passenger Side Airbag

Drive Type: Front Rear 4-Wheel
Vehicle Type: Car Van Truck Station Wagon Pick Up Truck Body Style: _____

Failed Parts: Front Right Left Rear Original Replacement
Failed Parts: _____

Component: 10312000
Part Name(s): VISUAL SYSTEMS-WINDSHIELD WIPER MOTOR

No of Failures: 1
Date(s) of Failure(s): 01-JAN-2001
Mileage at Failure(s): 64500
Vehicle Speed at Failure(s): 0-10 mph

Application Incident Information: (Please describe in detail the incident(s), failure(s), crash(es), and injury(s) on the back of this form.)
of working intermittently

Crash: Yes No
Fire: Yes No
Number of Persons Injured: None
Number of Fatalities: None

Estimated Property Damage: None
Reported to Police: Yes No

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

WINDSHIELD WIPERS INTERMITTENTLY BECOME INOPERABLE DUE TO A MALFUNCTION WITHIN WINDSHIELD WIPER MOTOR, CAUSE UNKNOWN. PLEASE GIVE ANOTHER FURTHER DETAILS. AK
Problem was corrected by replacing wiper blade.

The Privacy Act of 1974 (Public Law 93-502) 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.

CONTINUE ON BACK IF NEEDED