

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 436

Date Received

24-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

855479

 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 windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	CHEVROLET TRU	EXPRESS	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 10200000	Part Name(s) VISUAL SYSTEMS:MIRRORS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN CONSUMER PASSES A CAR THE MIRROR VIBRATES FROM THE WIND. IT'S VERY HARD TO SEE THE VEHICLES BEHIND. *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.



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24 JAN 2000

OFFICE
DEFECTS INVESTIGATION

Od or _____
Itak _____
od it _____
up it _____

Reference No.

856479

Work Number

Home Number

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of a signature, this questionnaire is the property of the vehicle manufacturer.

Signature of Owner

Date 2/7/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)
1GCFG15W8K1036580
Vehicle Make CHEVROLET TRU
Vehicle Model EXPRESS
Vehicle Year 1999
Current Odometer Reading 20,054

Purchase Date

Dealer's Name R K Chevrolet

Engine Size

(CID/CC) 4.3

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

City Vineland State NJ Zip Code 08360

No Cylinders 6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car☒ Van☐ Minivan☐ Other☐ Sport Ult☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10200000 Part Name(s) VISUAL SYSTEMS:MIRRORS Location ☒ Left ☒ Right ☐ Front ☐ Rear Failed Part(s) ☒ Original ☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

WHEN CONSUMER PASSES A CAR THE MIRROR VIBRATES FROM THE WIND. IT'S VERY HARD TO SEE THE VEHICLES BEHIND. *AK

Occurs to Both Outside Rear view mirrors

Badly This makes the Blurring worse.

Blurring vision through the mirrors

* OVER

CONTINUE ON BACK IF NEEDED

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of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAIL HWY. TRAFFIC SAFETY ADMIN

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



The condition is almost unbearable
at night time because of vehicle headlights
in the mirrors are now like strobe lights coming
from both sides. It's impossible to identify
vehicles or judge distance at any speed over
30 mph. daytime or nighttime. I have
complained to two different dealerships
and both have told me they have had complaints
about this problem but they have no remedy
from GM.

FOLD TO SHOW RETURN ADDRESS (no stamp needed. Fasten with tape or staple and mail)											
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)											
TIRE IDENTIFICATION NO. *											
D	0	T									
MANUFACTURER/TIRE NAME			SIZE								
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.											
NARRATIVE DESCRIPTION (CONTINUED)											