

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 119

Date Received

10-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

859956

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) 1GNBU06D5PT121249		Vehicle Make CHEVROLET TRU	Vehicle Model LUMINA APV	Vehicle Year 1993	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CO/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
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 _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07380000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:COOLING UNIT AND LI	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)

CONSUMER CONTACTED DEALER IN REFERENCE TO RECALL NUMBER 96V015001/ MANUFACTURER'S RECALL 95C68/ TRANSMISSION COOLING UNIT AND LINES. DEALER STATED RECALL WORK HAS ALREADY BEEN DONE, AND DEALER REFUSED TO REPLACE PARTS. FILE NUMBER C00016763. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK (RELEAS)

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.



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 119

Date Received

00 JUN 12 AM 8:

10-APR-2000

DEFECT INVESTIGATION

Od. or

od. dt

od. rt

up. ltr

Reference No.

859956

OWNER INFORMATION (Type or Print)

Work Number

Home Number

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

☒ YES☐ NO

In the absence of a signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 4/26/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located in column of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNBU06D5PT121249	CHEVROLET TRU	LUMINA APV	1993	95,590

Purchase Date

Dealer's Name

Engine Size

(CID/CC/L

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

City State Zip Code

No Cylinders

6

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other	☐ Sport Ult ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07380000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:COOLING UNIT AND L	Location ☐ Left ☐ Front ☐ Right ☐ 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)

CONSUMER CONTACTED DEALER IN REFERENCE TO RECALL NUMBER 96V015001/ MANUFACTURER'S RECALL 95C68/ TRANSMISSION COOLING UNIT AND LINES. DEALER STATED RECALL WORK HAS ALREADY BEEN DONE, AND DEALER REFUSED TO REPLACE PARTS. FILE NUMBER C00016763. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

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.

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 O 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)

I called Chevrolet (1800 462 8782) on April 5, 00 at 4PM. Also on April 6th at 2PM. Was given a File # C-00016763. Talked to 2 people. One said the recall applied to the Chevy Lumina, the other person said it didn't apply to our van. I called JIM Hall Chevrolet 551 N. Nova Rd. Daytona Beach, FL - PH. 904-947-0600. Talked to Dawn (Serv. mgr.) She said they need confirmation from Chevrolet to approve repairs. April 10th Chevrolet Rep. called us, stating they need confirmations from JIM Hall to proceed with repairs - and the recall didn't apply to our van. JIM Hall Chevrolet (Dawn) stated the repairs were possibly satisfied at another Chevrolet Service department. These are very conflicting statements.

U.S. Government Printing Office: 1985 - 623-320

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ROBBINS DAYTONA RAD. / AUTO AIR
 128 TAYLOR AVENUE DAYTONA BEACH FL 32114
 904-253-4517 MV-00582

** A FINANCE CHARGE OF 1.5% PER MONTH WILL BE CHARGED TO ALL **
 * ACCOUNTS IF UNPAID AFTER 30 DAYS.* THIS CHARGE IS AN ANNUAL *
 * RATE OF 18% ** ATTORNEY FEES WILL BE ADDED IF NECESSARY FOR *
 * COLLECTION. * PAYMENT MUST BE RECEIVED AT THE ABOVE ADDRESS.*

PETER EIBEN

CASH

DATE

QUANTITY	LINE	PART NUMBER	DESCRIPTION	UOM	LIST EACH	YOUR COST	EXTENSION	TAX
1	999	L25	CHK A/C SY		20.00	20.00	20.00	1.
Pd WSA								
CASH		\$	21.20					
			20.00		20.00		20.00	1.20
TOTAL UNITS		TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL

RECEIVED
 BY: X

PAY THIS
 AMOUNT

21.20



4751 S. Ridgewood
Port Orange, Florida
[904] 760-6118

DATE 4-13-00

STATE

219

PLATE #

WENTZ

C454

CHECK

CHARGES

Topic

END OUT

MAKE / YEAR

MILEAGE

DELIVER OR CALL WHEN READY

PURCHASE ORDER NO.	
--------------------	--

LUMINA A.P.V.-

EXHAUST SERVICE

QUAN.	DESCRIPTION/POSITION	UNIT PRICE	EXTENDED
	MUFFLER		
	MUFFLER		
	CATALYTIC CONV.		
	TAILPIPES		
	TAILPIPES		
	EXHAUST PIPE		
	EXHAUST PIPE		
	CLAMPS		
	HANGERS		
	GASKETS		
	LABOR		
SUB TOTAL			

QUAN.	DESCRIPTION / POSITION	UNIT PRICE	EXTENDED
	PADS / SHOES		
	PADS / SHOES		
	DRUMS / ROTORS		
	DRUMS / ROTORS		
	MASTER CYLINDER		
	CALIPER		
	WHEEL CYLINDER		
	SEALS		
	BEARINGS		
	LABOR		
SUB TOTAL			

1	A/C COVER CHECK	9.99
1 1/2	LABS OF 134-A.	45.00
PB DISCOVER		
LABOR		
PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:		SUB TOTAL

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COST DOES NOT EXCEED \$
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED

DATE _____

SUB TOTAL

TOTAL	\$ 54	90
SALES TAX	-	330
PAY THIS AMOUNT	\$ 58	20

I HEREBY ACKNOWLEDGE THE SATISFACTORY COMPLETION OF ABOVE DESCRIBED WORK

WHITE COPY - CUSTOMER
YELLOW COPY - DUPLICATE
PINK COPY - FILE

X

CUSTOMER SIGNATURE

113 TAYLOR AVENUE

RI

9

*This invoice
is an estimate*

L 92114

** A FINANCE CHARGE
* ACCOUNTS IF UNPAID
* RATE OF 18% *
* COLLECTION * P

CHARGED TO ALL **
* IS AN ANNUAL *
NECESSARY FOR *
ABOVE ADDRESS.*

QUANTITY	LINE	DESCRIPTION	UNIT	PRICE	YOUR COST	EXTENSION	TAX
1	999 L25	CHK A/C SYSTEM		20.00	.00	0.00	-
		93 CHEVY TR LUMINA APV 06-191					
1	MOD 1K-200115	CONDENSER		242.10	217.89	217.89	T *
1	C/M 41601	ACCUMULATOR		79.00	67.50	67.50	T *
30	999 L1	LABOR		5.50	5.50	165.00	T *
42	CHE 134A	K134A 707		1.25	1.25	52.50	T *
1	C/M 55151	GM TUBE		7.54	7.54	7.54	T *
45				165.00	564.14	510.43	30.63
				396.89			
				7.00			
				541.06			
				RECEIVED BY: X	PAY THIS AMOUNT	***NON-FINAL***	

4/8/00
1/93 Chevy Lumina
3.1 APV

Condenser 170.73
Accumulator 64.94
2.7 lbs R134A 27.00
4oz Payoil 9.52
Labor 3 144.00
416.19
TAX 24.98
441.17

170 RIDGEWOOD AVENUE
HOLLY HILL, FLORIDA 32117

J.B.



HANSARD'S SERVICE CENTER
"SERVICE" IS OUR MIDDLE NAME

AIR CONDITIONING SPECIALISTS
AUTO REPAIR • EXHAUST • BRAKES

(904) 255-4548
MV-01142

*This invoice
is an estimate*



