

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**

156

Date Received

01-MAY-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

861157

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
1GKEC16K2RJ741693	CHEVROLET TRU	SUBURBAN	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 01-NOV-1997 Mileage at Failure(s) 30 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)

ABS BRAKING SYSTEM MALFUNCTIONED, CAUSING EXTENDED STOPPING DISTANCE WHICH RESULTED IN A CRASH. DEALER COULD NOT DETERMINE THE CAUSE OF THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 156	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 606373		RECEIVED 00 JUN -8 AM 11:05 01-MAY-2000 OFFICE RECEIVED INVESTIGATION Reference No. 861157	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, please print your name and address to the vehicle manufacturer. Signature of Owner Date <u>5/24/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GKEC16K2RJ741893	Vehicle Make GMC CHEVROLET TRU	Vehicle Model SUBURBAN	Vehicle Year 1994
Purchase Date 11-21-96 ☐ New ☒ Used		Dealer's Name <u>McConnell Automotive</u> City <u>Mobile</u> State <u>Al.</u> Zip Code <u>36616</u>	Current Odometer Reading 63400
Engine Size (CID/CC/L) No Cylinders <u>8</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection		
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	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 Utl ☒ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 93250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>numerous</u> <u>1 accident</u>	Date(s) of Failure(s) <u>13 NOV-1997</u> <u>WRECK</u> Mileage at Failure(s) <u>38000</u> Vehicle Speed at Failure(s) <u>25 miles/hr or less</u>	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 <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>\$6,000</u>		Reported to Police ☒ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ABS BRAKING SYSTEM MALFUNCTIONED, CAUSING EXTENDED STOPPING DISTANCE WHICH RESULTED IN A CRASH. DEALER COULD NOT DETERMINE THE CAUSE OF THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK <u>Without warning vehicle will not stop.</u> <u>May go for months without an incident. Cannot duplicate problem for dealer. Last incident was 3 weeks ago when it would not stop at stoplight going 25 miles/hr.</u> <u>Had dealer check (see receipts). Have called GMC many times and they offer no help. GMC File #99281670</u>			
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CONTINUE ON BACK IF NEEDED

Phone: (334) 476-4141
FAX: (334) 476-4157

McConnell

AUTOMOTIVE

P.O. Drawer 16538 • 3150 Dauphin Street
Mobile, Alabama 36610

Toll Free: 1-800-365-6908



WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, McCONNELL AUTOMOTIVE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and McCONNELL AUTOMOTIVE, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER KNOWLEDGES REPRESENTATIVE

MR GODDWRENCH QUICK LUBE PLUS
29 MINUTES OR THE NEXT ONE IS
FREE!!!

CUSTOMER NO. 20621	ADVISOR PAUL K ARCHER	CARD NO. 4054 2282	INVOICE DATE 11/17/97	INVOICE NO. GCC5158990
	LABOR RATE	LICENSE NO.	MILEAGE 36108	COLOR BLUE/
	YEAR / MAKE / MODEL 94/GMC/SUBURBAN/4DR		DELIVERY DATE 03/26/94	STOCK NO. 41693
	VEHICLE ID. NO. 1GKEC16K2R1741693		SELLING DEALER NO.	DELIVERY MILES 21861
	FILE NO.	P.O. NO.	R.O. DATE 11/17/97	PRODUCTION DATE

LABOR & PARTS
JH 1 04GCZ

BRAKES
UNIT 0.50 TECH(S):8067
STATES ON HARD BRAKE APPLICATION WILL FEEL FRONT END JERK
AND PEDAL WILL GO TO FLOOR BUT NOT STOPPING PROPERLY
ADVISE
PULLED WHEELS FOR INSPECTION BRAKES OK OK TEST DROVE
UNABLE TO DUPLICATE PROBLEM

29.00

JOB # 1 TOTAL LABOR & PARTS

29.00

COMMENTS
GOES TO BODY SHOP UPON COMPLETION OF SERVICE

TOTALS

IT IS OUR SINCERE DESIRE THAT YOU BE "COMPLETELY SATISFIED"
WITH ALL WORK THAT WE DO. IF FOR ANY REASON YOU ARE NOT
PLEASE CONTACT A MEMBER OF OUR SERVICE MANAGEMENT STAFF
IMMEDIATELY.

THANK YOU!

TOTAL LABOR..	29.00
TOTAL PARTS..	0.00
TOTAL SUBLET..	0.00
TOTAL G.C.G..	0.00
TOTAL MISC...	0.00
TOTAL TAX....	0.00

TOTAL INVOICE \$ 29.00

CUSTOMER SIGNATURE

Wakefield Buick, Pontiac, GMC, Inc.

Telephone 582-4588 - 300 West St. John St.
SPARTANBURG, SOUTH CAROLINA 29301

SO# 70504 DATE/TIME IN: 3/01/2000 6:28 DATE/TIME OUT: 3/01/2000 15:51
TAG# 4223 SA: MICHAEL BERRY ODC COUNT: 1 PAGE: 1

16KED16K2RJ741478
1994 GMC TRUCK SUBURBAN
ENGINE: 105 5.7L V8

MILES IN/OUT 60939 /

LINE 1 CHECK BRAKES-WHEN APPLIED
-BRAKES LOCK & MAKES A
NOISE THEN WILL NOT STOP.
ADVISE
TECH COMM: CLEAN REAR BRAKE DRUMS

REPAIR 1 REPLACED REAR WHEEL CYLINDERS & REAR BRAKE SHOES..
OPCODE: MAINT SALE TYPE: CASH SALE \$126.50
HRS: 2.30
PRIMARY TECH: 012

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	18014760 SHOE KIT	N	1	110.980	CASH SALE	\$110.98
GM	12377967 FLUID	N	1	5.950	CASH SALE	\$5.95
GM	34047 CYL	N	2	36.000	CASH SALE	\$72.00
LINE TOTAL						\$315.43

THINK WAKEFIELD BUICK, PONTIAC, GMC FOR ALL YOUR VEHICLES

CUSTOMER SIGNATURE _____

LABOR	\$126.50
PARTS	\$188.93
HAZD MATERIALS	\$8.86
TAX (STATE TAX)	\$9.45
CUSTOMER TOTAL	\$333.74
PAYMENT (CASH/CHARGE)	\$333.74

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE _____

MAR 01 2000

Wakefield Buick, Pontiac, GMC, Inc.

Telephone 582-4588 300 West St. John St.
SPARTANBURG, SOUTH CAROLINA 29301

SO#: 73225 DATE/TIME IN: 5/02/2000 6:22 GATE/TIME OUT: 5/02/2000 16:22
TAG# 6447 SA: MICHAEL BERRY DOC COUNT: 1 PAGE: 1

1GKEC14K2RJ741693
1994 GMC TRUCK SUBURBAN
ENGINE: 4.0S 5.7LV8

MILES IN/OUT 62736 /

LINE 1 CHECK BRAKES-AT TIMES GET
A HARD PEDAL & WON'T STOP
VEHICLE..ADVISE
TECH COMM: RUN DIAGNOSTIC CHECK ON
BRAKES..ADVISED CUSTOMER

REPAIR 1. REMOVE WHEELS & CHECK BRAKES.
OPCODE: MAINT 0
HRS: .80
PRIMARY TECH: 012

SALE TYPE: CASH SALE \$44.00

LINE TOTAL X \$44.00

THINK WAKEFIELD BUICK, PONTIAC, GMC FOR ALL YOUR VEHICLES

CUSTOMER SIGNATURE _____

LABOR \$44.00
HAZD MATERIALS \$3.08
CUSTOMER TOTAL \$47.08
PAYMENT (CASH/CHARGE) \$47.08

P

MAY 02 2000

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE _____