

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

335

Date Received

03-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

861323

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>(located at bottom of windshield or driver's side)</small> | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
| 1GNEC13R6TJ425614 | CHEVROLET TRU | TAHOE | 1996 | |

| | | | |
|---|---------------------------------------|-----------------------------|--|
| Purchase Date | Dealer's Name _____ | Engine Size (CID/CCL) _____ | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____ | |

| | | | | | | |
|---|--|--|--|---|---|--|
| Transmission Type | Antilock Brakes | Restraint System | Cruise Control | Drive Train | Vehicle Type | Body Style |
| <input type="checkbox"/> Manual <input type="checkbox"/> Automatic | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other | <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle |
| | | <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> 2-Point Belt | | | <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other | |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|-----------------------|---|--|---|
| Component 03250000 | Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM | Location | Failed Part(s) |
| | | <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear | <input type="checkbox"/> Original <input type="checkbox"/> Replacement |

| | | | |
|----------------------|--|---|---|
| No. of Failures 0 | Date(s) of Failure(s) 26-APR-2000 Mileage at Failure(s) 30500 Vehicle Speed at Failure(s) 35 | 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 | Fire | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police |
| <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 0 | 0 | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

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

WHILE DRIVING VEHICLE IN FRONT CAME TO A SUDDEN STOP, AND CONSUMER REAR ENDED OTHER DRIVER. CONSUMER HAS BEEN HAVING A PROBLEM BRAKING SINCE 1998. TOOK VEHICLE TO DEALER IN AUGUST OF 1999, AND THEY WERE UNABLE TO FIND ANY PROBLEMS. CONSUMER SAID THAT VEHICLE KIND OF SLUGGUSHLY STOPPED. CONSUMER HAD TO PUT FOOT TO THE FLOOR TO STOP VEHICLE.*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.

| | | | | | |
|---|---|---|---|--|---|
|  <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p> | | <p>FOR AGENCY USE ONLY 335 Date Received 00 MAY 30 AM 11:12 03-MAY-2000 OFFICE NEEDS INVESTIGATION</p> | |
| <p>OWNER INFORMATION (Type or Print)</p> | | | | <p>Reference No. 861323</p> | |
| <p>[Redacted] 606760</p> | | | | <p>Work Number [Redacted] Home Number [Redacted]</p> | |
| <p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? in the absence of an [Redacted] provide your name and address to the vehicle manufacturer.</p> <p>Signature of Owner [Redacted] Date 5/19/00 <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> | | | | | |
| VEHICLE INFORMATION | | | | | |
| <p>Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GNEC13R8TJ425614</p> | | <p>Vehicle Make CHEVROLET TRU</p> | <p>Vehicle Model TAHOE</p> | <p>Vehicle Year 1998</p> | <p>Current Odometer Reading 51,500</p> |
| <p>Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used</p> | | <p>Dealer's Name McGinnar City Slaton State TX Zip Code 79364</p> | | <p>Engine Size (CID/CC/L) _____ No Cylinders _____ <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection</p> | |
| <p>Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p> | <p>Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag</p> | | <p>Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p> |
| | | <p>Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other</p> | | <p>Body Style <input checked="" type="checkbox"/> Sport Lift <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other</p> | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| <p>Component 93250000</p> | <p>Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM</p> | | <p>Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear</p> | | <p>Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p> |
| <p>No of Failures 0</p> | <p>Date(s) of Failure(s) 28-APR-2000 Mileage at Failure(s) 50500 Vehicle Speed at Failure(s) 35</p> | | <p>Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | |
| APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form) | | | | | |
| <p>Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Number of Persons Injured 0</p> | <p>Number of Fatalities 0</p> | <p>Estimated Property Damage \$4,000</p> | <p>Reported to Police <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> |
| NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) | | | | | |
| <p>WHILE DRIVING VEHICLE IN FRONT CAME TO A SUDDEN STOP, AND CONSUMER REAR ENDED OTHER VEHICLE. CONSUMER HAS BEEN HAVING A PROBLEM BRAKING SINCE 1998. TOOK VEHICLE TO DEALER IN AUGUST OF 19 99, AND THEY WERE UNABLE TO FIND ANY PROBLEMS. CONSUMER SAID THAT VEHICLE KIND OF SLUGGUSHLY STOPPED. CONSUMER HAD TO PUT FOOT TO THE FLOOR TO STOP VEHICLE.*AK</p> | | | | | |
| CONTINUE ON BACK IF NEEDED | | | | | |
| <p>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 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.</p> | | | | | |

May 3, 2000

General Motors
Chevrolet Division
P. O. Box 33170
Detroit, MI 48232-5170

RE: 1996 Chevrolet Tahoe
VIN #: 1GNEC13R6TJ425614

Dear Madam or Sir:

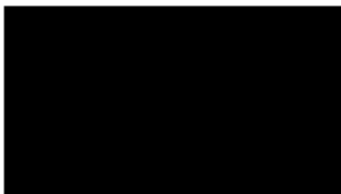
Enclosed please find copies of the service repair order dated August 2, 1999 from Huffins Chevrolet in Plano, Texas and the estimate of damages dated May 3, 2000.

Over the course of ownership of my Tahoe, I had notice the brakes did not perform as needed when applied. This situation was most severe when the brakes where applied during a sudden stop. During this, I would apply the brakes, there would be a hesitation and then the brakes would gradually slow the vehicle. In some instances, I would press the brake pedal as hard as possible and hope to stop in time. This led to my visit to Huffins on 8/2/1999. When I picked my vehicle up, I was told there was not a problem with the brakes. I told the service representative that he could count on my return to his shop in the next 6 to 9 months from the brakes failing and causing an accident. On April 28, 2000, this accident occurred. I attempted a quick stop and the brakes hesitated and did not stop the vehicle and I rear ended the vehicle in front of me.

I am requesting a replacement of the brake system and consideration for the accident.

Thank you for your time and attention in this matter.

Sincerely,





Ray Huffines Chevrolet

1001 COIT RD. & PLANO PKWY.
BOX 869269 PLANO, TX 75086-9269
(972) 867-4000

SERVICE ADVISOR: JEFF MERCER

| | | | | | | | | |
|---------|---------|--------------------|-------------------|---------|-------|---------|---------|-------|
| 03MAY00 | 12MAY00 | | 1GNEC13R&TJ425614 | J425614 | TJ959 | | 12MAY00 | 12A07 |
| 13124 | 1S101 | 96 CHEVROLET TAHOE | | | 68.00 | 01JAN96 | 424 | 70 |
| 51022 | 51022 | | | | | | | |

| | | | |
|---------------------|--------------------|--------|--------|
| A REPAIR AS PER EST | | | |
| | 501 CRUT | 0.00 | 0.00 |
| | | 206.50 | 160.00 |
| 1 | 15574113 STRIP | 46.20 | 46.20 |
| 1 | 15686149 BRACE ASM | 19.90 | 19.90 |
| 1 | 15686151 BRACKET A | 25.90 | 25.90 |
| 1 | 15990674 BRACKET-F | 20.40 | 20.40 |
| 1 | 15981104 GRILLE -R | 225.03 | 225.03 |
| 20 | 15686142 NUT-RAD G | 11.80 | 11.80 |
| 1 | 5976838 LAMP ASM- | 72.90 | 72.90 |
| 1 | 5977737 LAMP ASM- | 19.30 | 19.30 |
| 1 | 5977740 LAMP ASM- | 9.00 | 9.00 |
| 1 | 5977464 REFLECTOR | 7.23 | 7.23 |

| | |
|------------------------|--|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUDE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. Unless otherwise noted, a parts and labor guaranteed for 12 months or 12,000 miles whichever comes first.

CUSTOMER SIGNATURE:



Ray Huffines Chevrolet

1001 COIT RD. & PLANO PKWY.
BOX 869269 PLANO, TX 75086-9269
(972) 867-4000

JEFF MERDER

SERVICE ADVISOR

03MAY00 12MAY00 1GNEC13R6TJ425614 J425614 TJ959 12MAY00 007

13:26 15:01 96 CHEVROLET TANOE 68.00 01JAN96 424 72

51022 51022 VISA \$250.00 CD 5/12/00

| | | | | | |
|---|----------|------------------------------|--------|--------|--------|
| 1 | 15029229 | FENDER | 159.00 | 159.00 | 159.00 |
| | | | 7.20 | 7.20 | |
| 1 | 15546443 | MLIG | 17.20 | 17.20 | 17.20 |
| | | | 19.90 | 19.90 | |
| 1 | 52480034 | W-CONDENSER | 391.86 | 391.86 | 391.86 |
| | | | 9.81 | 9.81 | |
| 1 | 15990600 | BRACKET-T | 2.80 | 2.80 | 2.80 |
| | | | 10.25 | 10.25 | |
| 1 | 15995536 | COOLER | 177.89 | 177.89 | 177.89 |
| | | | 35.85 | 35.85 | |
| 1 | 15714371 | BAFFLE | 8.35 | 8.35 | 8.35 |
| | | | 4.53 | 4.53 | |
| | | 530 EVAC AND RECHARGE SYSTEM | | | |
| | | 900 BODY SHOP | | | |
| | | 900 BODY SHOP | | | |
| | | 900 BODY SHOP | | | |
| | | MISC PAINT MATERIALS | | | |
| | | CBDM | | | 233.20 |

| | |
|------------------------|---------|
| LABOR AMOUNT | 1515.20 |
| PARTS AMOUNT | 2063.99 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 233.20 |
| TOTAL CHARGES | 3812.39 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 189.52 |
| PLEASE PAY THIS AMOUNT | 4001.91 |

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness to a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise. Unless otherwise noted, all warranties are limited to 12,000 miles.

NOTE: ALL PARTS WITH A DESCRIPTION STARTING WITH (W-) HAVE A LIMITED LIFETIME WARRANTY
*****NOW OPEN SATURDAYS*****
*****8:00 - 5:00 *****
*****FOR YOUR CONVENIENCE*****
*****THANK YOU FOR YOUR BUSINESS*****
*****HAVE A GREAT DAY*****



AV HUFFINES CHEVROLET

1001 COTT RD. & PLANO PKWY.
BOX 889289 PLANO, TX 75086-9289
(972) 867-4000 • SERVICE (972) 867-4800

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability of parts for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall the dealer be held responsible for consequential damages or commercial losses resulting out of such purchases. The undersigned purchaser who signs this warranty excludes by law, includes, but is not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, reliability, or control.

SIGNED: X

ST NO. 1425411 STOCK NO. 36334 TAG NO. 0103501 LICENSE NUMBER 42 CHEVROLET MAKE AND MODEL YEAR 74 COLOR GREEN DOCUMENT NO. 462 WRITTEN BY 462 TIME PROMISED 4/24/74

DATE 4/24/74 VEHICLE IDENTIFICATION NUMBER 1G1111111111111111 NAME [REDACTED] HOME PHONE 972-777-7774 BUSINESS PHONE 972-777-7774

PRELIMINARY ESTIMATE \$ [REDACTED] CUSTOMER PROBLEMS: [REDACTED]

MADE BY X
ISSUED \$ [REDACTED] DATE [REDACTED] TIME [REDACTED] BY [REDACTED]
MADE (2) \$ [REDACTED] DATE [REDACTED] TIME [REDACTED] BY [REDACTED]
ISSUED (3) \$ [REDACTED] DATE [REDACTED] TIME [REDACTED] BY [REDACTED]

ENGINE NO. [REDACTED] TRANSMI. NO. [REDACTED] AXLE NO. [REDACTED] PROD. DATE 4/24/74 LABOR RATE 2.00

METHOD OF PAYMENT [REDACTED] SELLING DEALER [REDACTED] WARRANTY EXPIRES [REDACTED] GAS/OIL/DIAGNOSIS AMOUNT 30334

LABOR INSTRUCTIONS AND DESCRIPTIONS: CUSTOMER STATES ENGINE WOULD NOT START AND STAYS NOT SEEN TO WANT TO STOP. TEST DRIVE, INSPECT - WABLE TO DUP. [REDACTED]

TOURING LUBE SUP VOKE 5 AMOUNT 36339

MISC. CHARGES X AMOUNT

P.O. NO. SUBLETS AMOUNT

100 10 Comp

100 10 Comp

100 10 Comp

100 10 Comp

FOREMAN'S SIGNATURE [REDACTED]



Ray H

1001 COIT
BOX 869269

THAD PATR CHUBLET

SERVICE ADV. SOP:

| | | | | | |
|----------------------|-------------|-------------|------------------------|---------------|-----------|
| REPAIR ORDER WRITTEN | DATE READY | STOCK NO. | VEHICLE IDENTIFICATION | CUST. NO. | TAG NO. |
| 141099 | 02/18/92 | | EDHEC1R01J425614 | 1405614 | 15361 |
| TIME IN | TIME READY | YEAR | MAKE & MODEL | TELEPHONE NO. | CR. CLASS |
| 07:18 | 10:14 | 1990 | CHEVLET TANDR | | |
| MILEAGE IN | MILEAGE OUT | LICENSE NO. | MISCELLANEOUS COMMENT | | |
| 36334 | 36354 | | 1110 913 | | |

TECH. TYPE HOURS LIST UNIT NET UNIT TOTAL

CUSTOMER STATES HAVE TO PUSH BRAKE PEDAL VERY HARD SOMETIMES. DOES NOT SEEM TO WANT TO STOP.

1217 UNABLE TO DUPLICATE CUSTOMER'S COMPLAINT

432 CPT 0.00 0.00 0.00

CUSTOMER STATES COULD NOT STOP WHEN START AND STOP

432 CPT 0.50 32.50 32.50

TWO WHEEL FRT. END ALIGNMENT

1016 TWO WHEEL FRT. END ALIGNMENT

432 CPT 1.00 45.95 45.95

REMOVE KNOCK OUTS FROM FRT. SUPN.

1016 REMOVE KNOCK OUTS FROM FRT. SUPN.

432 CPT 1.60 49.95 49.95

CUSTOMER HAS SHOP SUPPLIES FOR REPAIR ORDER

| PRE-PRICE ** | DESCRIPTION | TOTALS |
|--------------|------------------------|--------|
| 42100 | LABOR AMOUNT | 139.52 |
| 6194 | PARTS AMOUNT | 0.00 |
| 8000 | GAS, OIL, LUBE | 0.00 |
| 2000 | SUBLET AMOUNT | 0.00 |
| | MISC. CHARGES | 10.27 |
| | TOTAL CHARGES | 139.52 |
| | LESS INSURANCE | 0.00 |
| | SALES TAX | 0.00 |
| | PLEASE PAY THIS AMOUNT | 139.52 |

PROTECT ALL PARTS WITH A MAT (WE HAVE A LIMITED SUPPLY OF MATS) *****YOU OPEN! *****8:00 - *****FOR YOUR OWN *****THANK YOU FOR YOU *****HAVE A GREAT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE SERVICES DESCRIBED WERE PERFORMED FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEG. ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER

02/18/92
10:14
15361
1110 913
139.52
0.00
0.00
0.00
10.27
139.52

REMARKS

141099
02/18/92
10:14
15361
1110 913
139.52
0.00
0.00
0.00
10.27
139.52