

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

118

Date Received

08-MAY-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

861561

 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
1GBDM19W25B254355	CHEVROLET TRU	ASTRO	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component Q3241000	Part Name(s) BRAKES:HYDRAULIC;LINES:METALLIC	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 14-APR-2000 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)

AFTER NOTICING HYDRAULIC FLUID ON THE GROUND, OWNER LOOKED UNDER THE TRUCK AND FOUND A HOLE IN THE BRAKE LINE. OWNER NOTIFIED DEALER AND THE MANUFACTURER ABOUT THE PROBLEM. OWNER REPLACED THE BRAKE LINE HIMSELF. PLEASE PROVIDE ANY 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.



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Date Received

00 MAY 30 AM 11:00

08-MAY-2000

DEFECTS INVESTIGATION

Ord. or

Mod. or

Mod. or

Mod. or

Mod. or

Reference No.

861561

OWNER INFORMATION (Type or Print)

607377

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 an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 5/20/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GBDM19W25B254355	CHEVROLET TRU	ASTRO	1995	47730

Purchase Date 04-08-98	Dealer's Name SNIDER'S	Engine Size (CID/CC/L) 4.3	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	City TITUSVILLE, State FL Zip Code 32780	No Cylinders 6	

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 ☐ Sport Utl ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other VAN
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 63241600	Part Name(s) BRAKES:HYDRAULIC:LINES:METALLIC	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 14 APR 2000 Mileage at Failure(s) 47600 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)

AFTER NOTICING HYDRAULIC FLUID ON THE GROUND, OWNER LOOKED UNDER THE TRUCK AND FOUND A HOLE IN THE BRAKE LINE. OWNER NOTIFIED DEALER AND THE MANUFACTURER ABOUT THE PROBLEM. OWNER REPLACED THE BRAKE LINE HIMSELF. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK The hole in the brake line was caused by manufacture installing brake line rubbing onto the moving driving assy. (stering axle that stearies the truck). After I installed brake line was left with a brake lite & a ABS lite. Was able fix the brake line but not the ABS lite. Took the truck to dealer which coppies are furnished. Also # photos of item isfurnished.

CONTINUE ON BACK IF NEEDED

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www.mga.gov.mt

[illegible]

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

D O T

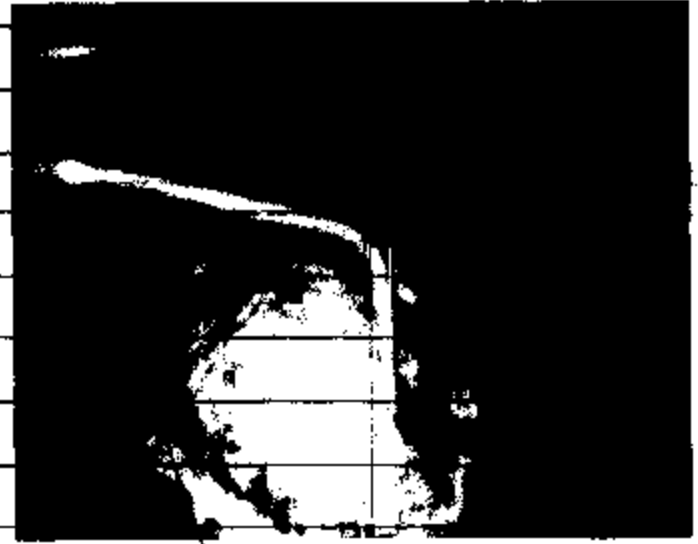
SIZE

NARRATIVE DESCRIPTION (CONTINUED)

1995 Astro-Van (AFTER)

Brake Line
Top Attach Point

Chaffed Line



Coiled brake line was chaffing here
Shimmy Metal shows chaffing action evidence

(Pin hole in center
Bottom of line. Attaches @
ABS box against fire wall)

*I have seen several other vehicles on lots with same close tolerance.

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. 79173 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**

Indefinite Indefinite Indefinite

 HOME AND MOBILE
AUTO REPAIR MV-37485 636-4761

1995 ASTRO 4.2 LT
4-15-00

1EA - BRAKE LINE 15612674 10.50

1EA - UNIT BRK 1 LVL 7.00

2 HRS LABOR @ 40.00 80.00

87.50

TAX 5.25

\$92.75



CHEVROLET-Oldsmobile

1128 SOUTH HOPKINS AVE. • TITUSVILLE, FLORIDA 32780 • (321) 269-3311 • WEBSITE: www.fischercars.com

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents estate and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and waste disposal expenses.

This dealership affixes the hours published in the labor time guide. Dealer Manual and/or Motor, Diesel Book which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charge will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may only or in writing a written, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of the estimate. GM parts are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified or the description of the complaint.

CANCELLATION OF REPAIRS: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar to as when received unless the customer wishes reassembly of the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

MOTOR VEHICLE REPAIR SHOP REGISTRATION # MV01280

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS MAJOR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

WARRANTY INFORMATION

All new parts on the high side panel are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED BELOW

SALE PRICE TO

PAID

2922

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0595 ADV: 237 SCHREINER INVOICE: PRELIM JPC C RS VIN 1GBDM19H2SB054355 LICENSE NUMBER: EN149J
INVOICED: 05/19/2000 10:43:17 95 CHEVROLET ASTRO... 3DR XTREME BLUE
ODOMETER IN: 47730 OUT: 47736 DIST: GMC

CONCERN	CAUSE	CORRECTION	PART NUMBER	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
51	ELEC FAILURE	CODE66, REPLACED BPMV, BLEED BRAKES, CLEARED CODES AND TEST DROVE	000 012547213		*VALVE REM REMSPD	1		198.00
			000 012547213		*VALVE REM REMSPD	1		
			500 012547213		*VALVE REM REMFB	1	1010.02	1010.02
TOTAL CHARGE FOR CONCERN								1208.02

TYPE: C LINE FLAG: NOS

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE D04640		PAYMENT DISTRIBUTION FOR INVOICE D04640	
PARTS	1010.02	TOTAL CHARGE	1208.02
LAB-MECHANICAL	198.00		
TOTAL CHARGE	1208.02	CASH DUE	1208.02

G.E. WARR-#101889 800-247-9469

RD COMMENTS

G.E. WARRANTY
AUTH # F000500244
FAX # 1-800-913-5663

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RONALD SCHREINER

100.00 DED

Order # 6045
100.00 ded

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LAST PAGE



CHEVROLET - Oldsmobile

1128 SOUTH HOPKINS AVE. • TITUSVILLE, FLORIDA 32780 • (321) 268-3311 • WEBSITE: www.fischercars.com

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses.

This dealership utilizes the hours published in the labor time guide, Chilton Manual and/or Motor Cycle Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual time taken in any given instance.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charge will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$60. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$.

LIMITED WARRANTY: The only warranty applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of the estimate. All parts are guaranteed for 12 months or 12,000 miles, whichever comes first. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIRS: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar to when received unless the customer waives responsibility or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown. The cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

MOTOR VEHICLE REPAIR SHOP REGISTRATION # MV01280

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

WARRANTY INFORMATION

All new parts on the top drive hand are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

INVOICE TO

INVOICE: C04487

FOR OFFICE USE

TAG: 0589 ADV: 237 SCHREINER INVOICE: PRELIN CPC C RS VIN 1GBDM19W25B254355 LICENSE NUMBER: EM149J
INVOICED: 05/11/2000 09:00:05 95 CHEVROLET ASTRO 3DR XTRVAN BLUE
ODOMETER IN: 47531 OUT: 47533 DIST: GNC

CONCERN	TECH	DIAG	ABS	CODES	66	DIAG	BPMV	INTERMITTENT	PERFORMED	ABS	FUNCTION	COMMENT	ON TEST	OK AT THIS TIME	MAY NEED	BPMV	DUST TO DRIVE	AND RECHECK	TYPE: C	LINE	FLAG: NOS	TOTAL CHARGE FOR CONCERN	AMOUNT	
51																						55.00		
																							55.00	

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C04487

LAB-MECHANICAL	55.00
SUB-TOTAL	55.00
STATE TAX	3.30
TOTAL CHARGE	58.30

PAYMENT DISTRIBUTION FOR INVOICE C04487

TOTAL CHARGE	58.30
CASH DUE	58.30

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RONALD SCHREINER

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LAST PAGE

gd OK #6026