

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

231

Date Received

11-MAY-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

861774

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHEVROLET TRU	SUBURBAN	1993	

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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	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 _____
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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	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)

CONSUMER STATE WHEN DEPRESSING THE BRAKES THE VEHICLE WHEEL LOCKS UP. DLR HAS BEEN CONTACTED AND REPAIR BUT PROBLEM RETURNS. PLEASE PROVIDE FURTHER INFORMATION.

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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Od_or

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Reference No.

861774

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 on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHEVROLET TRU	SUBURBAN	1993	

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

Component 03250000	Part Name(s) BRAKES:HYDRAULICANTI-SKID SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates 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 DEPRESSING THE BRAKES WHEELS LOCKED UP. DEALER HAS BEEN CONTACTED AND REPAIRS PERFORMED, BUT PROBLEM HAS RETURNED. PLEASE PROVIDE FURTHER INFORMATION.

*AK

CONTINUE ON BACK IF NEEDED

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FOR AGENCY USE ONLY 231

RECEIVED

JUN - 8 PM 3:22
11-MAY-2000OFFICE
DEFECTS INVESTIGATION

Od. or
rt. dl
up. ltr

Reference No.

861774

OWNER INFORMATION (Type or Print)

608177

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 name and address to the vehicle manufacturer.

Signature of Owner

Date 6/1/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

3BKG626J8VB517233

CHEVROLET TRU

SUBURBAN

1992-97

61187

Purchase Date

Dealer's Name

Engine Size
(CID/CC/L)

454

☐ Turbo
☐ Diesel
☒ Gas
☒ Fuel Injection

☒ New ☐ Used

City State Zip Code

No Cylinders

8

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☐ Car☐ Sport Util☐ 2-Door☒ Automatic☐ No☒ Driverside Airbag☐ 2-Point Belt☐ No☒ Rear☐ Van☒ Truck☒ 4-Door☒ Passengerside Airbag☒ Passengerside Airbag☐ 4-Wheel☐ Minivan☐ Motorcycle☐ Stationwagon☐ Other☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Part Name(s)

Location

Failed Part(s)

03260000

BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

☐ Left☐ Right☐ Original☐ Front☐ Rear☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA 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

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

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

WHEN DEPRESSING THE BRAKES WHEELS LOCKED UP. DEALER HAS BEEN CONTACTED AND REPAIRS PERFORMED, BUT PROBLEM HAS RETURNED. PLEASE PROVIDE FURTHER INFORMATION. *AK

was told by dealer the brakes on my 97 3/4 ton were different than my 94 1/2 ton. I did not have a brake problem

CONTINUE ON BACK IF NEEDED

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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)

brakes chattered when foot on brake pedal. (bore wine)
(4 or 5 trips to dealer)

R.R. wheel is prone to lock up and skid on gravel
or wet surface

I tow a camper with this truck and at times it
feels like the camper brakes got to foot and
the rear of the truck wants to go sideways

I had to have the rear wheels taken off and the
brakes checked on a trip because the R.R. wheel was
overheating

I changed brake shoes on the rear axle because
the R.R. brake shoe was burnt from overheating

☆ U.S. G.P.O.: 1992-623-897/60086

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



AUTO SKILLS CENTER

5440 NUGGET STREET

DMAFB, AZ. 85707

PHONE - 228-3614

INVOICE

009655

SATISFACTION GUARANTEED

INVOICE

Print Date : 12/23/99

1997 GMC - Suburban C2500

Odometer In : 0

Lic # :

Unit # :

Vin # :

Part Description/Number	Qty	List	Extended	Labor Description	Hours	Extended
BRAKE KLEEN				CHECK REAR BRAKES-MAKING	1.00	40.00
NAPA	1.00	2.24	2.24	NOISE/RUNNING HOT.		
Shop Supplies		0.01	0.01	R&R REAR WHEEL AND DRUMS		

INSPECTED AND CLEANED REAR BRAKES

I ACKNOWLEDGE THAT THIS VEHICLE BELONGS TO ME AN THAT IT MEETS THE REQUIREMENTS OF BEING AUTHORIZED IN THIS FACILITY.

SIGN: _____

THIS IS AN ESTIMATE ON REPAIR COST. IF THE COST WILL BE MORE THAN ESTIMATED, YOU WILL BE CALLED. YOU MAY SIGN THIS RELEASE NOW FOR PRIOR APPROVAL. IF NOT, THEN SCHEDULING CONFLICTS MAY OCCUR.

SIGNATURE _____

CALL BEFORE REPAIRS
THE AUTO SKILLS CENTER IS NOT RESPONSIBLE FOR LABOR TIMES OR COST INCURRED DURING REPAIRS PROVIDED BY CONTRACTORS.

THANK YOU

Warranty on parts and labor is 90 days or 4000 miles whichever comes first, unless otherwise stated. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. There is no labor or part warranty when parts are not procured through our resale program.

Signature..... Date..... Time.....

enone>

Invoice I

AUTO SKILLS CENTER

5440 NUGGET STREET
DMAFB, AZ. 85707
PHONE - 228-3814

INVOICE

008655

SATISFACTION GUARANTEED

INVOICE

Print Date : 12/23/99

1997 GMC - Suburban C2500

Odometer In : 0

Lic # :

Unit # :

Vin # :

Part Description/Number	Qty	List Extended	Labor Description	Hours	Extended
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[Technicians : CARRIG, JOHN]

Org. Estimate \$ 42.25

Revisions \$ 0.00

Current Estimate \$ 42.25

Additional Cost

Revised Estimate

Labor:	\$40.00
Parts:	\$2.25
Sublet:	\$0.00
Sub:	\$42.25
Tax:	\$0.00
Total:	\$42.25

*pd in FULL
12-23-99
Dan*

[Payments -]

THANK YOU

Warranty on parts and labor is 90 days or 4000 miles whichever comes first, unless otherwise stated. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. There is no labor or part warranty when parts are not procured through our resale program.

Signature.....

Date.....

Time.....

<none>

Invoice 11