

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

22-MAY-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

862258

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 driver's side)		Vehicle Make CHEVROLET	Vehicle Model LUMINA	Vehicle Year 1990	Current Odometer Reading
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 ☐ 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 05110000 01300000	Part Name(s) ENGINE:MOUNTS STEERING:POWER ASSIST	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING 45 MPH AND WITHOUT ANY INDICATION FRONT ENGINE MOUNTS DROPPED, CAUSING LOSS OF STEERING. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (SEE)

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

NO JUN -9 AM 8:31
22-MAY-2000OFFICE
EFFECTS INVESTIGATION

Ord. or
No. of
Ord. or
up. rtr

NHTSA Case No.

862258

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 5/31/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G1WN14T3L9306313		CHEVROLET	LUMINA	1990	214767
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo	☐ Diesel
2-23-95			3.1	☒ Gas	☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders 6		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag		☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☒ Car ☐ Sport Ut ☐ 2-Door		☐ 4-Door			
☐ Van ☐ Truck		☐ Stationwagon			
☐ Minivan ☐ Motorcycle		☐ Pick Up Truck			
☐ Other _____		☐ Other _____			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06110000 01300000	Part Name(s) ENGINE:MOUNTS STEERING:POWER ASSIST	Location ☒ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 5-16-00 Mileage at Failure(s) 214767 Vehicle Speed at Failure(s) 45 to 50 mph	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)

WHILE TRAVELING 45 MPH AND WITHOUT ANY INDICATION FRONT ENGINE MOUNTS DROPPED, CAUSING LOSS OF STEERING. PLEASE PROVIDE FURTHER INFORMATION. *AK
UPON FURTHER EXAMINATION THE FRONT ENGINE CRADLE BODY MOUNTS ARE RUSTED ALMOST COMPLETELY AWAY ON BOTH SIDES PLUS ENGINE CRADLE ON RIGHT SIDE IS RUSTED AROUND MOUNTING HOLE BIG ENOUGH FOR MOUNT TO PULL THROUGH CAUSING ENG. CRADLE TO DROP DOWN IN THE FRONT ABOUT SIX INCHES WHEN THIS HAPPENED THE STEERING COLUMN PULLED APART CAUSING LOSS OF STEERING WHILE GOING DOWN THE ROAD (LOWER)

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)

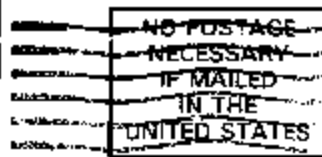
THE ONLY INDICATION OF THIS WAS THAT JUST BEFORE IT
DROPPED MAYBE ONE OR TWO DAYS BEFORE THERE WAS LIKE A RATTLE IN THE
FRONT END SOME PLACE STEERING OR DRIVING WAS NOT AFFECTED UNTIL
THE ENG DROPPED WHICH WAS ALL OF A SUDDEN

☆ U.S. G.P.O. 1992-523-897/80096

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.

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National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

