

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

558

Date Received

18-JUN-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

863745

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
1GNFK16K1RJ434963	CHEVROLET TRU	SUBURBAN	1994	

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 12312000	Part Name(s) INTERIOR SYSTEMS; TRACKS AND ANCHORS; FRONT SEAT; POWER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Dates of Failure(s) 02-JUN-2000 Mileage at Failure(s) 05600 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING NUT WELDED ONTO FRAME OF THE SEAT BROKE THE BOLT. IT MADE THE SEAT TILT BACK WHILE DRIVING. *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 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 558 DATE: 10 SEP 28 AM 10:20 16 JUN 2000 OFFICE DEFECTS INVESTIGATION Reference No. 863745 Work Number: [REDACTED] Home: [REDACTED]	
OWNER INFORMATION (Type or Print) [REDACTED] 614665			
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 send your name and address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date: 7/16/00			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GNFK16K1RJ434963		Vehicle Make: CHEVROLET TRU Vehicle Model: SUBURBAN Vehicle Year: 1994 Current Odometer Reading: 64,858.7	
Purchase Date: [REDACTED] ☐ New ☒ Used		Dealer's Name: SANGSTER MOTORS, INC. CUYENATCHEE State WA Zip Code 98801 Engine Size (CID/CC/L): 350cc No Cylinders: 8 ☐ 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 ☒ Wheel	
Vehicle Type: ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style: ☒ Sport Ult ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12312000 Part Name(s): INTERIOR SYSTEMS:TRACKS AND ANCHORS:FRONT SEAT:POWE		Location: ☒ Left ☐ Right ☒ Front ☐ Rear Failed Part(s): ☒ Original ☐ Replacement	
No of Failures: 0 Date(s) of Failure(s): 02-JUN-2000 Mileage at Failure(s): 65000 Vehicle Speed at Failure(s): 0		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: 0 Number of Fatalities: 0 Estimated Property Damage: [REDACTED] Reported to Police: ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING NUT WELDED ONTO FRAME OF THE SEAT BROKE AWAY FROM THE BOLT. IT MADE THE SEAT TILT BACK WHILE DRIVING. *AK DRIVER'S SEAT (CAPTAIN'S CHAIR), IS HELD ON TO TRACKS WITH 4 BOLTS. BOLTS THREAD INTO NUTS SPOT WELDED TO SEAT FRAME. LEFT FRONT NUT BROKE LOOSE FROM FRAME. SPOT WELDS DID NOT BREAK; THE AREA NUT WAS WELDED TO, FRACTURED AND BROKE OFF. NUT - WAS ^{WAS} FRAME ^{FRAME} WHOLE AREA ^{WHOLE AREA} FRACTURED. FACTORY REPAIRS FRAME FREE OF CHARGE.			
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.			

CONTINUE ON BACK IF NEEDED

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)

TOOK VEHICLE TO "BALDOCK CHEVROLET" IN WEHATCHEE. HEAD OF SERVICE DEPT. OFFERED TO REPAIR SEAT AND "GIVE ME A GOOD DEAL". I DECLINED AND THREATENED TO GO TO COURT AS THE BROKEN SEAT WAS LIFE THREATENING. THE BROKEN FRONT SECURING DEVICE (BOLT/NUT) ALLOWED SEAT TO TILT BACK WHEN ACCELERATING. DEALERSHIP CONTACTED FACTORY (AFTER OWNER STEVE BALDOCK ARGUED WITH ME QUESTIONING WHY I WAS BOTHERING THEM) AND FACTORY AGREED TO REPLACE SEAT FRAME AT NO COST TO ME. COST WAS OVER \$900⁰⁰! I FEEL A RECALL WOULD BE A GOOD IDEA AS THERE ARE MORE OF THESE VEHICLES OUT THERE WITH STRESS FRACTURES RADIATING FROM THE SPOT WELDED NUT.



* U.S. G.P.O.: 1992-623-827/1-90000

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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U.S. Department of Transportation
National Highway Traffic Safety Administration
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