

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 241

Date Received

29-JUN-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

864503

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
3GN6C26N8SG120364	CHEVROLET TRU	SUBURBAN	1995	

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

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 checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial <input type="checkbox"/> 2-Point Belt	<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 Motorcycle <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 08110000	Part Name(s) ELECTRICAL SYSTEM; BATTERY; CARRIER; HOLD DWN	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	Date(s) of Failure(s) 04-JUN-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 45000	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

## 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

EA 00 013/BATTERY: VEHICLE EXPERIENCED PROBLEMS WITH ACID LEAKAGES FROM THE BATTERY POSTS. TWO REPLACEMENTS WERE MADE, AND PROBLEM WAS STILL OCCURRING. A THIRD REPLACEMENT WAS MADE AT CONSUMER'S COST.\*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</p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p><b>FOR AGENCY USE ONLY</b> 241</p>	
	<p>OWNER INFORMATION (Type or Print)</p> <p>[REDACTED] 617606</p>	<p>Date Received: 10 AUG - 1 PM 2:30 29 JUN - 2000 OFFICE DEFECTS INVESTIGATION</p>	<p>Od_or _____ St_or _____ od_rt _____ up_ftr _____</p>
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.</p> <p>Signature of Owner: [REDACTED] Date: 7/27/00</p>		<p>Work Number _____ Home Number [REDACTED]</p>	

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: [REDACTED] Date: 7/27/00

VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading			
3GNGC26N8SG120364	CHEVROLET TRU	SUBURBAN	1995	48000			
Purchase Date 12/95	Dealer's Name Team Auto		Engine Size (CID/CC/L) 437	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Pasadena State CA Zip Code 91107		No Cylinders 8				
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	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	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport UA <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08110000	Part Name(s) ELECTRICAL SYSTEM:BATTERY:CARRIER:HOLD DWN	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 04-JUN-2000 Mileage at Failure(s) 45000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)
EA 00 013/BATTERY: VEHICLE EXPERIENCED PROBLEMS WITH ACID LEAKAGES FROM THE BATTERY POSTS. TWO REPLACEMENTS WERE MADE, AND PROBLEM WAS STILL OCCURRING. A THIRD REPLACEMENT WAS MADE AT CONSUMER'S COST.*AK
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On 6/4/2000 p.m. my truck would not start, I raised the hood and found the battery with a lot of acid on the positive terminal and acid running down the inside of the area under the battery tray. I cleaned the terminal with baking soda and water and gently jiggled the terminal hoping to make contact and the bolt broke. It had eaten down to a point. In the morning (6/5/00) I had the truck towed to Team Chevrolet, as this was now the 4<sup>th</sup> time the battery had serious problems and the third time with damage, 44140 mi.

My father met the tow truck at Team and talked with Tim Robinson in service. Tim called me at work and said that the battery work was not covered on my extended warranty. I explained the history to him and he said to contact the Chevrolet 800 number and see if they would approve the work. I did and Kathryn said that I would get a call back at home after 1:30pm. No call came and Tim did not hear from them. I had to have the truck to get to work and transport my children so I paid with a credit card for the work, expecting a refund of \$537.35 right away.

I contacted the Chevrolet 800 number 6/6/00 and was told by LaShawn to mail in Proof of Ownership, orig. repair order, proof of payment and note with file # C00523344 to Chevrolet Reimbursement. I checked back two weeks later to see how the reimbursement was progressing. Andy Bock said that the paperwork wasn't together but he found it all and it would be reviewed, he would call me. He did, to tell me it was still in the works, and on 6/23/00 Andy called to give the news.

He said that I would not be receiving a refund. There was a pending investigation and Chevrolet would not pay out because that would admit there was a problem. Yes there is a problem and they did cover it three times before (1) 12/4/96 new battery, 11560 mi. (2) 10/3/97 new battery, repair of damage, 19880 mi. (3) 9/22/98 new battery, repair of damage, 32137 mi. I checked on the nhtsa dot gov. web site and there is an action on the same year and make of truck so I know I am not alone in this problem.

Tim at Team explained that the battery casing was not made heavy enough for the heat of the engine, causing the leaking. He had to replace 60 or more last year for the same thing. Supposedly in the last year the battery case has been upgraded and he has had none so far this year. A problem?? It appears ACDelco has a problem, as this is what the dealership put in each time.

~~Please find copies of each time I took the truck in for the same problem.~~

This is a copy of what I sent to Consumer Affairs with copies of WRA orders.

The day after I received your form I received a check for the full amount from Chev dealership. They decided on their own to pay.

I still want you to be aware of this problem - I'm sure I am not an isolated case.

Thank You