

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

03-JUL-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

864691

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
	CHEVROLET	CAVALIER	1995	

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

Transmission Type <input type="checkbox"/> Manual <input 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"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inert Inert <input type="checkbox"/> 2-Point Belt	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	Sport Utility Truck Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02130000 07460000 07412000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UNKNOWN I POWER TRAIN:AXLE ASSEMBLY POWER TRAIN:DRIVELINE UNIVERSAL JOINT:CONSTANT VELOCIT	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 04-APR-2000	Mileage at Failure(s) 120000	Vehicle Speed at Failure(s)	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING THERE WAS A KNOCKING NOISE COMING FROM THE RIGHT FRONT END. OWNER FOUND THAT RIGHT CONTROL ARM BROKE WHICH CAUSED RIGHT AXLE AND CV BOOT TO BE DAMAGED. RIGHT AXLE WAS REPLACED AT OWNER'S EXPENSE. ALSO, CV BOOT WOULD BE REPLACED. 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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FOR AGENCY USE ONLY 118

Date Received: 03 JUL 2000
Office: EFFECTS INVESTIGATION
Reference No.: 864691

OWNER INFORMATION (Type or Print)

[Redacted] 618315
[Redacted]

Work Number: [Redacted]
Home Number: [Redacted]

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: 7/22/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN): 1G1JC524357114215
Vehicle Make: CHEVROLET
Vehicle Model: CAVALIER
Vehicle Year: 1995
Current Odometer Reading: 154000

Purchase Date: 06/95
Dealer's Name: Bill Heard Chevrolet
City: Columbus State: GA Zip Code: [Redacted]
Engine Size: 2.2L
No. Cylinders: [Redacted]
 Turbo Diesel Gas Fuel Injection

Transmission Type: Automatic
Antilock Brakes: Yes
Restraint System: 3-Point Belt
Cruise Control: No
Drive Train: Front 4-Wheel
Vehicle Type: Car
Body Style: 4-Door Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 02130000, 07460000, 07412000
Part Name(s): SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UNKNOWN T
Location: Left Right
Failed Part(s): Original

No of Failures: [Redacted]
Date(s) of Failure(s): 04-APR-2000
Mileage at Failure(s): 120000
Vehicle Speed at Failure(s): 100K
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: [Redacted]
Number of Fatalities: [Redacted]
Estimated Property Damage: [Redacted]
Reported to Police: Yes No

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

WHILE DRIVING THERE WAS A KNOCKING NOISE COMING FROM THE RIGHT FRONT END. OWNER FOUND THAT RIGHT CONTROL ARM BROKE WHICH CAUSED RIGHT AXLE AND CV BOOT TO BE DAMAGED. RIGHT AXLE WAS REPLACED AT OWNER'S EXPENSE. ALSO, CV BOOT WOULD BE REPLACED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

RECEIVED
OFFICE OF EFFECTS INVESTIGATION
JUL 21 4:11:53

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 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.

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)

After further evaluation of problems this is the final problems found. Heard knocking noise while turning, steering, accelerating and stopping. right control arm was damaged. Right CV Axle and CV boot also had to be replaced. Knocking noise was coming from right axle. Top and bottom engine mounts also had to be replaced. Knocking noise is no longer coming from the right side; however, due to the steering caused to the left side of the front suspension because of malfunction parts, the left side has began to CV Axle has began to make the same noise as the right CV axle before it was replaced. Left control arm is still ok, none the less, the right axle is also going to have to be replaced.

☆ 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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590





JERRY BROWN CHEVROLET, INC.
 P.O. BOX 556 LEE STREET
 PHONE (770) 945-4961
 BUFORD, GEORGIA 30518



"SCHOOL IS ABOUT TO BE OUT"
 VACATION TIME IS HERE
 GET THAT FAMILY RIDE IN TIP TOP SHAPE.
 CALL KERRY, AMY, SHANE OR MARK IN SER. DEPT.
 GOODWRENCH QUICK LUBE \$17.95

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
2				CASH	JOE	07/03/00	105809 CWR

0 RETAIL CASH
 4490 S LEE ST
 BUFORD, GA 30518

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT	
SHIP	B. O.						
1	0	22146735 MOUNT ASM 0.027	1	93.69	79.64	79.64	
						SUBTOTAL	79.64
						TAX	4.79
						FREIGHT	0.00
						NET-TAX AMOUNT	84.43

NO RETURNS WITHOUT THIS INVOICE
 NO REFUNDS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO REFUND
 WITHIN 30 DAYS. 20% HANDLING CHARGE ON ALL PARTS RETURNED.
 ALL PARTS MUST BE RETURNED IN ORIGINAL UNOPENED, UNDATED PACKAGE.
 FLUIDS MUST BE DRAINED FROM CORES FOR CREDIT.

DISCLAIMER OF WARRANTIES

Warranties on these goods are the manufacturer's. The manufacturer's name, address, and telephone number are printed on the product. Any implied warranty of merchantability or fitness for a particular purpose and Jerry Brown Chevrolet, Inc. in either actual or authorized any other person is hereby disclaimed. This disclaimer is not intended to limit the manufacturer's liability for any product defect.

11:57:33 CUSTOMER COPY LP30 1 OF 1

Pat M/C



A & J AUTO PARTS

Remit To P.O. Box 81429
 Conyers, GA 30013



000000 HELP WANTED
 WE ARE LOOKING FOR AGGRESSIVE
 PEOPLE WHO WANT TO GROW WITH
 (2) US!! SEE MANAGER TO APPLY. 03

INVOICE NO. 7/03/00 891498 01507 14 0

12:02 M/C

1.00	5431	MUJ BOOT KIT	43.850	35.490	35.49	14
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Pep Boys #103
 5820 Jimmy Carter Bl
 Norcross, GA 30071
 (770) 448-7770

MANAGER: ALLEN STEARNS

0103

REG #2 TRX #103540
 CASHIER #100 08/25/00 13:23

CAR CODE CHEVROLET	MODEL CAVALIER	YEAR 95	DATE 08
LICENSE NO. SA 267CFJ	MILEAGE 134384	RED	ENTERED BY JACK
VIN NO. 1G1JC52435714215	4-134	2.2	TIME IN 6:55P
STORAGE CHARGES: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.			OLD PARTS REQUESTED BY NO

149

I UNDERSTAND ANY COST SHOWN IS AN ESTIMATE. PEP BOYS EMPLOYEES MAY OPERATE THIS VEHICLE FOR INSPECTION, TESTING, AND REPAIRS IN CASE OF FIRE, THEFT OR ANY OTHER DAMAGE TO THIS VEHICLE TO SECURE AMOUNT OF REPAIRS.

X

** Order #1118951, Melendez, Raymond **
 1 R&R SHAFT &/OR BUSHING, LO 102.40
 1 ALN: COMPUTERIZED WHEEL AL 48.99
 *** ORDER END ***
 2 Items Subtotal 151.39
 Tax .00
 Total 151.39
 *** CASH *** 152.00-
 Cash Change .61

TOTAL \$	DATE AND TIME	COMPLETION DATE	LABOR RATE
TOTAL ADDL AMT AUTHORIZED \$	PHONE NUMBERS CALLED	DATE AND TIME	BY

THANK YOU FOR SHOPPING AT
 Pep Boys
 RECEIPT REQUIRED FOR RETURNS

[Handwritten signature]

-- Cash Sale --

Tax: 0.00

Labor: 151.39

TOTAL: 151.39

CUSTOMER NOTES:
 CUSTOMER DECLINE AT THIS TIME RECOMMEND REPLACE RT FRONT
 AXLESHAFT \$230.00
 INITIAL ESTIMATE
 Revision1:
 Revision2:
 Revision3:
 Revision4: APPROVAL
 Required service- Out of spec

S1: Suggested service- Close to being out of spec
 R&R: Remove and Replace

NOTICE TO CUSTOMER: SEE REVERSE SIDE FOR LIMITED WARRANTY AND OTHER IMPORTANT INFORMATION.

CUSTOMER ESTIMATE (W.O.) - CUSTOMER FINAL COPY (INV.)



211 West Atchafalaya Avenue
 Metairie, LA 70001
 (504) 885-7776

UNREPAIRED
 COMMON
 EXPRESS
 PRIORITY

STORE MANAGER: ALLEN STEARNS

0103 11

CHEVROLET
 MAKE: CHEVROLET
 MODEL: TAHOE
 YEAR: 95
 LICENSE NO: GA 26729J
 MILEAGE: 10384 SED
 VIN NO: 1D1HC524357114215
 4-134 2.2L

DATE: 06/24/2000
 TIME WOULD BE SPENT: 8:55PM
 OLD PARTS REQUESTED BY CUS: 00

STORAGE CHARGES: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.

I HEREBY AUTHORIZE YOU TO START THE REPAIRS OF MY VEHICLE AND I UNDERSTAND ANY COST NOT QUOTED IS AN ESTIMATE. I AM NOT RESPONSIBLE FOR LOSS OR DAMAGE TO MY VEHICLE OR ARTICLES LEFT IN MY CARE OF YOU. IF THE CAUSE BEYOND MY CONTROL, AN EXPRESS WARRANTY SUBJECT IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE AMOUNT OF REPAIRS FOR WORK PERFORMED UNDER WRITTEN REPAIR ESTIMATE.

INITIAL ESTIMATE	TAXES \$	LABOR \$	TOTAL \$	DATE	TIME	BY
	0.00	0.00	0.00	06/23/2000	8:54PM	JACKSON
ADDITIONAL REPAIRS AUTHORIZATION	PERSONS CONTACTED: Rev: 1234567890, MELENEZ	by phone	TOTAL ADDL AMT AUTHORIZED: \$ 240.40	PHONE NUMBERS CALLED: (770)330-1147	DATE AND TIME: 06/24/2000 9:21AM	BY: JACKSON
2nd ADDITIONAL REPAIRS AUTHORIZATION	Rev: 123,	Correction	shop correction	shop correction	06/24/2000 10:03AM	JACKSON
3rd ADDITIONAL REPAIRS AUTHORIZATION	Rev: 123,	Correction	shop correction	shop correction	06/24/2000 10:03AM	JACKSON

NOTICE TO CUSTOMERS - ESTIMATE:

YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE DEALER BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGUN. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

SIGNED: [Signature] DATE: [Date]

ESTIMATE.

REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED PRIOR TO PERFORMING SERVICE.

***** CUSTOMER'S COMMENTS *****

CHECK RIGHT SIDE PUSHING AND ADVISED REFILL 6399/103 CUSTOMER WILL BRING PART HIM SELF IF PRICE INCREASES CALL CUSTOMER BEFORE DOING ANY WORK.

Not Yet Authorized by

CODE	PART	REVISION	DESCRIPTION	HRS	MECHANIC	QTY	SKU	EACH	TOTAL
			Initial Estimate						
			***** LABOR *****						
89	1716	1	R/R SHAFT & DR. PUSHING, LOWER ARM ONE SIDE	1.60	HITCHELL	1	1716	64.00	60.40
81	1106	1	ALN: COMPUTERIZED WHEEL ALIGN	1.10	BOHE	1	1106	48.99	43.99

***** INVOICE ADJUSTMENTS *****

SEE TOTAL CHARGES AT BOTTOM OF INVOICE

CODE	PART	REVISION	DESCRIPTION	QTY	SKU	EACH	TOTAL
400	59972	1	UPPER CONTROL ARM	1		138.00	138.00
REMOVE	59972	3	UPPER CONTROL ARM	-1		138.00	-138.00
80L	1134	1	R/R AXLE SHAFT ASSEMBLY ONE SIDE	1		64.00	96.00
REMOVE	1134	3	R/R AXLE SHAFT ASSEMBLY ONE SIDE	-1		64.00	-96.00
ADD	18219	1	XPR- R REAR CV COMPL ASSEM R REAR C	1		119.00	119.00
REMOVE	18219	3	XPR- R REAR CV COMPL ASSEM R REAR C	-1		119.00	-119.00

***** SERVICE INFORMATION *****

1hr 1106 >>> ALN: COMPUTERIZED WHEEL ALIGN <<<

** COMPUTERIZED ALIGNMENT

Inspect and measure steering and suspension parts YES
 Measure alignment angles on all wheels YES
 Set all factory adjustable angles to specifications YES
 Check and correct tire pressure FR: 32 YES
 Check and correct tire pressure FL: 32 YES
 Check and correct tire pressure RR: 32 YES
 Check and correct tire pressure RL: 32 YES
 Print results of service YES
 Road test vehicle for quality assurance YES
 Performed by: L. BOHE
 Confirmed by: J. JACKSON

>>>Continued on page 2



4770 Covington Hwy.
Decatur, Georgia 30035
PH: 404 264 7530 FAX: 404 264 0256
www.superiorchevrolet.com

RECEIVED NO DAMAGE
OR SHORTAGES

SIGN _____

DATE _____

NO REFUND WITHOUT THIS INVOICE

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
44920				CASH	GREGORY LOLLAR	06/24/00	703884 CVR

████████████████████
L
T
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C
R
T
O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B Q.					
1	0	22650965 ARM F/LWR 6.168	B53	137.97	137.97	137.97
					<i>Visa</i> 	
25% CHARGE ON RETURNS. NO RETURNS AFTER 10 DAYS. NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS. NO REFUND WITHOUT THIS INVOICE. PARTS MUST BE IN ORIGINAL UNDAMAGED PACKAGE. TITLE TO GOODS COVERED BY THIS INVOICE REMAINS THE PROPERTY OF SUPERIOR CHEVROLET INC. UNTIL FULLY PAID. DISCLAIMER OF WARRANTIES All warranties on these parts are the manufacturer's. The seller, Superior Chevrolet, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Superior Chevrolet, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, Superior Chevrolet in no way affects the terms of the manufacturer's warranty.					SUB-TOTAL 137.97 TAX 9.66 FREIGHT 0.00 PAY THIS AMOUNT 147.63	

GLOVER'S GARAGE
Darryl Glover, Owner
3089 N. Bogan Road, Buford Georgia 30519
Phone: (770) 614-9480
Hours: Mon - Fri 8:00am - 5:00pm

Name: _____ Service Date 7-6-00
Car Make Chevrolet
Car Model Cavalier
Year 95
Phone: _____ Mileage _____

NO CREDIT * NO PAYMENT TERMS * DO NOT ASK !

DESCRIPTION / PARTS / SERVICE

Replaced Bottom motor mount and Belt.
The Motor Mount Belt for bottom mount was
missing, and 2 Belts for top mount was
Loose

PAID

If you have Financing on your Ins., there's The Bill

INSURING 50.00
PARTS 25.54
TAX 1.53
LABOR 0.00