

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

117

Date Received

31-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

866316

 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
1GNEC16K0PJ374633	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 03230000	Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM BRAKES:HYDRAULIC/MASTER CYLINDER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 4	Dates of Failure(s) 08-MAY-1996 Mileage at Failure(s) 150 Vehicle Speed at Failure(s) 35	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)

WHENEVER BRAKING ON DRY PAVEMENT ABS WOULD KICK IN WITHOUT WARNING. VEHICLE WOULD FAIL TO STOP, RESULTING IN EXTENDED STOPPING DISTANCE. TOOK TO DEALER & HAD THE MASTER CYLINDER REPLACED FOR THE THIRD TIME AFTER IT WAS BLOWN TWICE IN ONE MONTH. HAD EVERYTHING IN THE BRAKE SYSTEM WAS REPLACED OVERTIME SINCE THE FIRST MASTER CYLINDER HAD BLOWN. *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 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 117 Date Received: 00 AUG 17 PM 2:13 31-JUL-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) 623772		Reference No. 866316	
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.		☒ YES ☐ NO	
Signature of Owner:		Date: <u>8/14/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GNEC16K0PJ374633	Vehicle Make CHEVROLET TRU	Vehicle Model SUBURBAN	Vehicle Year 1993
		Current Odometer Reading 138000	
Purchase Date 5-1996	Dealer's Name: <u>Purchased - JWHALL AUTO OSCOLA AR</u> <u>Apri Shop: Carlock Chevrolet</u> <u>BYTHEVILLE AR 72315</u>		Engine Size (CID/COIL) No Cylinders <u>4</u>
☐ New ☒ Used	City _____ State _____ Zip Code _____	☐ 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 ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other <u>SUV</u>	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03250000 03230000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:MASTER CYLINDER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☒ Replacement(2)
No of Failures 3 master cyl.		Date(s) of Failure(s) <u>05-MAY-1999</u> Mileage at Failure(s) <u>725 60,000</u> Vehicle Speed at Failure(s) <u>35 - 70 mph - various</u>	
		Failed Part(s) Available? ☐ Yes ☒ No NHTSA Previously Contacted? ☒ Yes ☐ No phone only 1999 - MAY	
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 (Barely)	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0
		Estimated Property Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHENEVER BRAKING ON DRY PAVEMENT ABS WOULD KICK IN WITHOUT WARNING. VEHICLE WOULD FAIL TO STOP, RESULTING IN EXTENDED STOPPING DISTANCE. TOOK TO DEALER & HAD THE MASTER CYLINDER REPLACED FOR THE THIRD TIME AFTER IT WAS BLOWN TWICE IN ONE MONTH. HAD EVERYTHING IN THE BRAKE SYSTEM WAS REPLACED OVERTIME SINCE THE FIRST MASTER CYLINDER HAD BLOWN. *AK Dealership has currently had vehicle for 2+ weeks now & can not identify problem. Everything checks out & they can't "make" problem happen. Master cylinder is holding fine now. Main problem is ABS kicking in unexpectedly & failing to stop car. HAS gotten worse over years. 4 near wrecks in last 6 months alone.			
CONTINUE ON BACK IF NEEDED			
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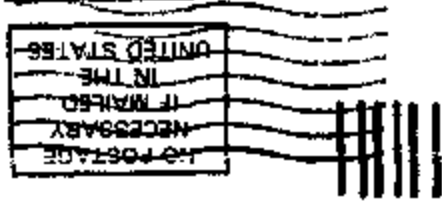
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U.S. G.P.O.: 1982-522-897, 80086

you must drive like you are on snow or ice at all times to avoid
insects. There is no consistency in when it happens, what the
weather is or who is driving it. It can be clear, sunny,
dry & a normal slowdown situation to turn or a
quicker stop for a red light. I have even heard
the ABS system "sound" which is very distinctive, while
sitting at a stop sign with light brake pressure, on
a slight uphill incline. So far my only recourse
outside of driving it in this unsafe condition is to trade it in or
disconnect the ABS system myself, or spend 1000's of dollars replacing
the whole ABS computer system. The dealership said they talked to tech support
at GM & have no clue what to do either. Otherwise the brakes themselves
work fine now so long as the ABS doesn't check in.

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									
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)									