Form Approved: O.M.B. No. 2127-0038

U.S. Department of Transportation
National 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: 02-AUG-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No. 866567

[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 _____ Date____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	GMC	SUBURBAN	1995	

Purchase Date
☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____ ☒

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
08100000	ELECTRICAL SYSTEM:BATTERY	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
		| |Yes | |No	| | 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

WHILE VEHICLE WAS AT DEALER FOR SERVICE DEALER NOTICED A BATTERY LEAK, CAUSING LOSS OF POWER. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

Form Approved O.M.B. No. 2127-0008

U.S. Department of Transportation
National 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

RECEIVED
00 SEP 28 AM 11:01
OFFICE OF DEFECTS INVESTIGATION

Date Received: 02-AUG-2000
Od_or
rt_dt
od_rt
up_ltr
Reference No. 866567

Work Number
Home Numb [redacted]

OWNER INFORMATION (Type or Print)

[redacted] 624374

CHARLOTTE NC 28270

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of [illegible] your name and address to the vehicle manufacturer.

Signature of Ow [redacted] Date 8/18/00

VEHICLE INFORMATION

Vehicle Identi. No. (VIN.) (Located at bottom of windsh eld on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	GMC	SUBURBAN	1995	

Purchase Date
☐ New ☒ Used

Dealer's Name Liberty Pontiac + GMC
City Matthews State NC Zip Code 28105

Engine Size (CID/CC/L)
No Cylinders
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☑ Automatic	☑ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☑ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☑ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other SUV Suburban

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
08100000	ELECTRICAL SYSTEM:BATTERY	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures: 1

Date(s) of Failure(s): 12/10/98
Mileage at Failure(s): 100
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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	6348.00	☐ Yes ☒ No

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

WHILE VEHICLE WAS AT DEALER FOR SERVICE DEALER NOTICED A BATTERY LEAK, CAUSING LOSS OF POWER. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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 NAT'L 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

U.S. G.P.O.: 1993-

NARRATIVE DESCRIPTION (CONTINUED)

Was told this problem has occurred in many '94-96 suburbans. The battery acid leaked destroying cables + tray it sits in. Would like to be advised if recall is issued to be reimbursed for the $634.80 we spent to correct defect.

Thank you

[redacted]

* 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.

D	O	T		MANUFACTURER/TIRE NAME	SIZE

TIRE IDENTIFICATION NO.*

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

1-800

C0108413 [redacted]

OWNER NO	ADVISOR		CARD NO	INVOICE DATE	INVOICE NO.
978	KEM ALMOND	635	6928	12/10/98	GCCS20514
[redacted]	LICENSE NO. [redacted]	MILEAGE IN 61200		COLOR GREEN/	STOCK NO.
	YEAR/ MAKE / MODEL 95/GMC/SUBURBAN/4S			DELIVERY DATE 06/29/98	DELIVERY MILES 51504
	VEHICLE ID NO. 3GKEC16K6SG506740			SELLING DEALER NO.	PRODUCTION DATE
	P.E. NO	P.O. NO.		R.O. DATE 11/24/98	
					MILEAGE OUT RO: 61200

[redacted]

704-936-5882 704-535-1000

LABOR & PARTS — TECH(S):125 — 172.50

JB # 1 19PNZ — NO START COND

BATTERY DEAD
BATTERY FAILED,CABLES NEED REPLACEING,ALSO TRAY
BATTERY FAILED,BATTERY TRAY,CABLES,BATTERY HOLD DOWN
REPLACE BATTERY,BATTERY TRAY,CABLES,BATTERY HOLD DOWN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19001632	78-6YR BATT	105.00	105.00
JOB # 1	1	12157435	CABLE 2.342	87.11	87.11
JOB # 1	1	12157093	CABLE 2.342	50.26	50.26
JOB # 1	1	15531060	TRAY ASM 2.333	88.76	88.76
JOB # 1	1	14005061	RETAINER 2.335	3.74	3.74
			JOB # 1 TOTAL PARTS		334.87
			JOB # 1 TOTAL LABOR & PARTS		507.37
					634.80

JB # 2 21PNZ/INSP — INSP TRANSMISSION — TECH(S):114

CUSTOMER STATES TRANSMISSION MAKING GRINDING SOUNDS
CUST HAS AMERICARE POLICY
TRANSMISSION INTERNAL FAILURE-REPLACE TRANSMISSON AND
NETURAL SAFETY SWITCH AND SWITCH CONNECTORS
REPACE TRANS AND NETURAL SAFETY SWITCH AND CONNECTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	24203897	TRANS REM 4.003	1736.00	1736.00
JOB # 2	1	12450016	SWITCH AS 4.054	67.34	67.34
JOB # 2	-1	24203897	CORE RETURN	350.00	-350.00
JOB # 2	1	15305925	CONNECTOR 4.054	48.08	48.08
JOB # 2	1	15305887	CONNECTOR 4.054	67.19	67.19
			JOB # 2 TOTAL PARTS		1568.61
			JOB # 2 TOTAL LABOR & PARTS		2203.41
					20.70

JB 3 57PNZ/MIR — MIRRORS — TECH(S):125

CUSTOMER REQUEST REINSTALL REAR VIEW MIRROR
MIRROR FELL OFF GLASS
CLEAN AND REGLUE SUPPORT TO GLASS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	1052369	ADHESIVE 8.800	11.22	11.22
			JOB # 3 TOTAL PARTS		11.22
			JOB # 3 TOTAL LABOR & PARTS		31.92
					20.70

JB 4 28PNZ — A/C SYSTEM — TECH(S):125

CUSTOMER REQUEST REPLACE MISSING KNOB ON REAR A/C CONTROLL
KNOB MISSING
REPLACE MISSING KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	9354237	KNOB,HTR 9.278	10.73	10.73
			JOB # 4 TOTAL PARTS		10.73
			JOB # 4 TOTAL LABOR & PARTS		31.43
					10.5

JB 5 01PN/003K — 3000 MILE SERVICE — TECH(S):125

PERFORM 3000 MILE SERVICE. CHANGE OIL AND FILTER, LUBRICATE
CHASSIS, TOP FLUIDS, CHECK TIRE PRESSURES.
MAINTENANCE
PERFORM 3,000 MILE [illegible]

9028 E. Independence Blvd.
Crown Point
Matthews, NC 28105

Goodwrench Service Plus

GMC LIBERTY PONTIAC · GMC TRUCK, INC.

Goodwrench Service Plus

Telephone (704) 708-9000
www.libertypontiac.com

SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

CONTINUED ON NEXT PAGE

14:59:1