

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

252

Date Received

07-AUG-2000

Od_or

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up_ltr

Reference No.

867046

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
1GCHG39J9Y1214809	CHEVROLET TRU	EXPRESS	2000	

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 ☐ Sport Vlt ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03272000	Part Name(s) BRAKES:HYDRAULIC:DISC:PADS AND SHOES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Dates of Failure(s) 28-DEC-2000 Mileage at Failure(s) 0500 Vehicle Speed at Failure(s) 0	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 ☐ 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)

VEHICLE HAS BEEN IN REPAIR SHOP THREE TIMES PERTAINING TO BRAKE PADS . BRAKE PADS ARE TOO WEAK, AND THERE IS EXCESSIVE BRAKE WEAR ON FRONT WHEELS. *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.



Vehicle Owner's Questionnaire (VOQ)

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1-888-327-4236

www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

625387

Work Number

867046

Reference No.

DETECTS INVESTIGATION

07-AUG-2000

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FOR AGENCY USE ONLY

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

Signature of Owner

VEHICLE INFORMATION

Vehicle Ident. No. (VIN)

1GCHG39J9Y1214809

Vehicle Make

CHEVROLET TRU

Vehicle Model

EXPRESS

Vehicle Year

2000

Current Odometer Reading

9510

Purchase Date

02/28/00

Used ☐ New ☒

Dealer's Name

John Henry Chevrolet

City

Bakersfield

State

CA

Zip Code

93307

Engine Size

454

(CID/CYL)

No Cylinders

8

Turbo

Diesel

Gas

Fuel Injection

Transmission Type

Automatic

Manual

Antilock Brakes

Yes

No

Restraint System

3-Point Belt

Motorized

2-Point Belt

Passenger Side Airbag

Cruise Control

Yes

No

Drive Train

Front

Rear

4-Wheel

Vehicle Type

Car

Van

Minivan

Other

Body Style

Sport Utility

Truck

Motorcycle

Other

Other

Pick Up Truck

Stationwagon

2-Door

4-Door

Other

Component

03272000

Part Name(s)

BRAKES:HYDRAULIC:DISC:PADS AND SHOES

Location

Front

Rear

Failed Part(s)

Original

Replacement

Failed Part(s)

Replacement

No of Failures

0 3

Date(s) of Failure(s)

28-FEB-2000

Mileage at Failure(s)

8500

Vehicle Speed at Failure(s)

0

Failed Part(s)

Available?

Yes

No

Failed Part(s)

Available?

Yes

No

Failed Part(s)

Available?

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 Failures

0

Estimated Property Damage

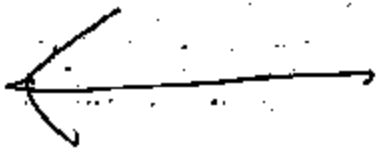
Reported to Police

Yes

No

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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)

Chevrolet Service Manager Agrees Brake Design is To Small for 1 Ton Cargo Van, States "Nothing Can be done unless Front Brake System is Redesigned" This Van will TOTALLY wear Front Pads within 8000 Miles, Excessive Brake Dust Accumulates off Front Wheel Rims from the wear, Brake Rotors show Signs of excessive Heat Generated by Brakes, The GVW of VAN is 9500 lbs I weighted this van with 1 man inside at time our weight w/ load is 8240 lbs (1260 lbs under Max. Wt. 9500 lbs) The Van Feels Like it will NOT stop if you had to slam brakes ^{Tom Henry} on in Emergency stop on dry Pavement, Chevrolet Dealer did Agree to Replace Pads Free Through 36000 mile/36 month Bumper to Bumper Warranty, I ~~am~~ Hope there is a Recall by The time This expires

U.S. G.P.O. 1982-50-587-9000

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

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

NO POSTAGE
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UNITED STATES

