

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 558

Date Received

09-AUG-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

867324

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 on driver's side)	Vehicle Make CHEVROLET TRU	Vehicle Model SUBURBAN	Vehicle Year 1993	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 03270000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>01-MAR-2000</u> Mileage at Failure(s) <u>76000</u> 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT A APPROXIMATELY 30 MPH AND BRAKES ARE HIT, VEHICLE STARTS TO VIOLENTLY SHIFT TO THE LEFT. BRAKES/CALIPERS, AND ANTI-LOCK BRAKE VALVES HAVE BEEN REPLACED. ALSO, ROTORS WERE TURNED BY DEALERSHIP AT CONSUMER'S EXPENSE. MANUFACTURER HAS A SHOP BULLETIN ISSUE TO DEALERSHIP FOR REMEDY OF PROBLEM, BUT PROBLEM STILL OCCURS. THERE HAS NOT BEEN A RECALL ISSUED. THIS DEFECT DOES NOT ALLOW COSUMER TO STOP APPROPRIATELY, AND CAN CAUSE A SERIOUS ACCIDENT. *AK

CONTINUED ON BACK (REVERSE)

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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Reference No.

00 AUG 31 AM 11:24
09-AUG-2000
OFFICE
EFFECTS INVESTIGATION

867324

Work Number

Home Number

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

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at door or windshield on driver's side)

PLEASE FILL IN
1GNEC1K9P53A0993

Vehicle Make

Vehicle Model

CHEVROLET TRU SUBURBAN

Vehicle Year

1993

Purchase Date	Dealer Name	City	State	Zip Code
☐ New ☒ Used				

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Automatic ☐ Manual	☐ Yes ☐ No	☐ 3-Point Belt ☐ 2-Point Belt ☐ Motorized ☐ Driver's Side Airbag ☐ Passenger's Side Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Utility ☐ Truck ☐ Station Wagon ☐ Pick Up Truck ☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)	Original	Replacement
03270000	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Left Right	Left Right	☐ 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?
	01-MAR-2000	76000			☐ 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 Failures	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

WHILE DRIVING AT APPROXIMATELY 30 MPH AND BRAKES ARE HIT, VEHICLE STARTS TO VIOLENTLY SHIFT TO THE LEFT. BRAKES/CALIPERS, AND ANTI-LOCK BRAKE VALVES HAVE BEEN REPLACED. ALSO, ROTORS WERE TURNED BY DEALERSHIP AT CONSUMER'S EXPENSE. MANUFACTURER HAS A SHOP BULLETIN ISSUE TO DEALERSHIP FOR REMEDY OF PROBLEM, BUT PROBLEM STILL OCCURS. THERE HAS NOT BEEN A RECALL ISSUED. THIS DEFECT DOES NOT ALLOW CONSUMER TO STOP APPROPRIATELY, AND CAN CAUSE A SERIOUS ACCIDENT. *AK

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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)

SINCE CALLING IN THIS REPORT I HAVE ALSO REPLACED THE
BRAKE HOSES AND CHAMPS AND HAVE FLUSHED THE BRAKE FLUID
OUT AND REPLACED IT TWO MORE TIMES AT AN ADDITIONAL
COST OF \$140

I HAVE ALSO CONTACTED GM CUSTOMER SERVICE
AND HAVE A CASE # C1219430 ~~WHICH~~ ALTHOUGH GM
HAS DETERMINED NO ACTION ON THEIR PART IN NECESSARY
ACCORDING TO THE CLERK WHO CONTACTED ME

★ U.S. G.P.O. 1982-525-887 / 60084

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

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