

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

436

Date Received

11-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

867601

 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
NOT AVAILABLE	GMC	VANDURA	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 type="checkbox"/> New <input checked="" 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 type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Introlabel <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 checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> 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 12111000 03250000	Part Name(s) INTERIOR SYSTEMS;PASSENGER RESTRAINTS;AIR BAG;FRONT AIR BAGS;HYDRAULIC;ANTI-SKID SYSTEM	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) 00-AUG-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) _____		

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)

CONSUMER WAS TRAVELING ABOUT 25MPH FROM WET CONCRETE TO DRY ASPHALT. AN ANIMAL RAN OUT IN FRONT OF VEHICLE. BRAKES WERE HIT SUDDENLY, VEHICLE JERKED AND BRAKES FAILED. CONSUMER VEERED AROUND & HIT A TREE & MAIL BOX. ALSO, AIRBAGS DIDN'T DEPLOY. DEALER SAID PROBLEM DID NOT MEET THE CRITERIA OF RECALL 99100600/ MANUFACTURER'S RECALL G99046. THEY WILL SEND A INVESTIGATOR OUT 8-11-2000 OR 08-12-2000. *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.

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;">FOR AGENCY USE ONLY 436</p> <p>Date Received: 00 SEP 11 PM 11-AUG-2000 OFFICE: DEFECTS INVESTIGATION</p> <p>Reference No.: 887801</p> <p>Work Number: _____ Home Number: _____</p>
<p style="text-align: center;">OWNER INFORMATION (Type or Print)</p> <p>Owner Name: _____ ID: 626354</p>	

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: **9/3/00**

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 1GDEG2SKAF526695 NOT AVAILABLE	Vehicle Make GMC	Vehicle Model VANDURA	Vehicle Year 1995	Current Odometer Reading 47589
Purchase Date 1-99	Dealer's Name SAPAUGH GMC		Engine Size (CID/CC/L) 5.7	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City FERRULOGRAM State MD Zip Code _____		No Cylinders 8	
Transmission Type <input type="checkbox"/> Manual <input checked="" 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"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other VAN	

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12111000 03260008	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT BRAKES: HYDRAULIC: ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures _____	Date(s) of Failure(s) 08-AUG-2000	Mileage at Failure(s) 47589	Vehicle Speed at Failure(s) 25 MPH
		Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
<small>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)</small>					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured ONE	Number of Fatalities 0	Estimated Property Damage TREE - MAILBOX VEHICLES	Reported to Police <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

CONSUMER WAS TRAVELING ABOUT 25MPH FROM WET CONCRETE TO DRY ASPHALT. AN ANIMAL RAN OUT IN FRONT OF VEHICLE. BRAKES WERE HIT SUDDENLY, VEHICLE JERKED AND BRAKES FAILED. CONSUMER VEERED AROUND & HIT A TREE & MAIL BOX. ALSO, AIRBAGS DIDN'T DEPLOY. DEALER SAID PROBLEM DID NOT MEET THE CRITERIA OF RECALL 99100600/ MANUFACTURER'S RECALL G99046. THEY WILL SEND A INVESTIGATOR OUT 8-11-2000 OR 08-12-2000. *AK

8-31-2000 - Gm notified us by phone that they would NOT accept responsibility for brakes, also notified from insurance co, VAN BEING TOTALLED

CONTINUE ON BACK IF NEEDED

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PONTIAC · GMC

Division of General Motors Corporation

G99046

July, 2000

Dear GMC Customer:

As the owner of a General Motors truck equipped with the Lucas Varsity three-sensor antilock brake system (ABS), your satisfaction with our product is of utmost concern to us.

Condition: The federal government's highway safety agency, the National Highway Traffic Safety Administration (NHTSA) has identified, and General Motors Corporation has confirmed, the existence of a condition in the antilock braking system of some GMC 1994-1995 Sonoma pickup trucks equipped with a V6 engine, 1993-1995 Jimmys, and 1993-1995 Vandura and Rally vans. On rare occasions, this condition can result in longer stopping distances during certain antilock brake applications, as explained below.

If you're driving on a road surface that supports good traction and you begin to stop by applying your brake pedal firmly, and both front wheels of your vehicle then pass onto a slippery surface (such as an ice-covered or wet patched asphalt part of the road), your antilock brake system will adjust the brakes at each of the wheels to take advantage of the available traction. This will allow you to steer and maintain stability, which is normal ABS operation, as your owner's manual explains in more detail.

However, if you are still braking while the vehicle leaves the slippery surface and both front wheels get back on a higher-traction surface, the ABS may perform as if the vehicle were still on the slippery surface and the vehicle may not stop as quickly. However, this will not happen every time these conditions are encountered. It depends on several additional factors, such as vehicle speed and the length of the slippery surface.

Your ABS system was designed with increased sensitivity to wheel slip in order to improve vehicle steerability while braking on very slippery surfaces. This improvement for steerability, however, made it possible for reduced front braking effectiveness to occur as described above. Therefore, GM has developed a software change that will make your vehicle less sensitive to wheel slip under the circumstances described above.

What Will Be Done: Upon your request, your GMC dealer will inspect the electronic brake controller module on your vehicle, and if necessary, install a new module to prevent this phenomenon from occurring. This new module will have only a slight effect on vehicle steerability during braking on very slippery surfaces and is designed to have no effect on normal ABS or other braking operations. This change should not affect how your brakes feel or create any perceptible difference in the steerability or stability of your vehicle while braking. This service will be performed for you at no charge at any time until December 1, 2002.

How Long Will The Repair Take: We estimate that it will take your GMC dealer approximately 15-25 minutes to inspect the module, and if necessary, another 15-25 minutes to install a new module. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

Contacting Your Dealer: Repairs and adjustments qualifying under this special coverage must be performed by a GMC dealer. You may want to call the service department to arrange a convenient appointment. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the GMC Customer Assistance Center at 1-800-462-8782. The deaf, hearing impaired, or speech impaired should call 1-800-462-8583 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

Pontiac-GMC Division
General Motors Corporation

GMC-stated that recall needed to be completed after van was repaired
Van was totaled by Liberty Mutual



**Autosource
Claims Solutions Group**

(800) 351-3133 FAX (800) 939-3110

08/31/00 08:28
Via: FAX

AOP/AUTOSOURCE INSTANT VALUATION
Request Number: 5535335

ADP Page 8
Version: 2

VALUATION SUMMARY

95 GMC G25 STD 2WD CONVERSION VAN

	Typical Vehicle	Loss Vehicle	Adjustments
Price	\$12,285		\$12,285
Engine	8cyl Gasoline 5.7	8cyl Gasoline 5.7	
Transmission	4 Speed Automatic	4 Speed Automatic	
Odometer	91,350 Mi (typical)	47,589 Mi (actual)	1,970
Equipment/Package Adjustment (See Valuation Detail)			375
AOP/AUTOSOURCE Value Before Condition Adjustments			\$14,630
Total Condition Adjustments (See Condition Adjustment Detail)			635
Total Condition Adjusted Market Value			<u>\$15,255</u>

Applicable Tax: X

Title Fee:

Transfer Fee:

Deductible:

NET ADJUSTED VALUE:

Salvage/Other:

WARNING: The market value displayed may not reflect the activity detected by VINSOURCE and/or NICS research. Please contact client services at 1-800-351-3133 for review.