

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 241

Date Received

01-SEP-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869305

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 |
| 1GCEK14R9VZ237135 | CHEVROLET TRU | SILVERADO | 1997 | |

| | | | |
|-----------------------------------------------------------------------|---------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| 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 checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____ | |

| | | | | | | |
|-----------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission Type | Antilock Brakes | Restraint System | Cruise Control | Drive Train | Vehicle Type | Body Style |
| <input type="checkbox"/> Manual <input type="checkbox"/> Automatic | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial <input type="checkbox"/> 2-Point Belt | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle | <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 _____ |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|-----------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Component 01000000 | Part Name(s) STEERING | Location | Failed Part(s) |
| | | <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear | <input type="checkbox"/> Original <input type="checkbox"/> Replacement |

| | | | |
|-----------------|-----------------------------------|----------------------------------------------------------|----------------------------------------------------------|
| No. of Failures | Date(s) of Failure(s) 15-AUG-1998 | Failed Part(s) Available? | NHTSA Previously Contacted? |
| | Mileage at Failure(s) 51000 | <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 | Fire | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

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

REPORTING PROBLEM WITH FAULTY STEERING SENSOR; REPLACE TWO SENSOR WITHIN 16,000 MILES OR LESS, DEALER NOTIFIED. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS:

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.



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Date Received: 00 SEP 20 PM 3:00
01-SEP-2000
OFFICE OF DEFECTS INVESTIGATION

Of or by: _____
H_t: _____
od_r: _____
up_r: _____

Reference No.
869305

633001

Work Number

Home

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
in the absence of _____ and address to the vehicle manufacturer.
Signature of _____ Date 9/15/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN): (Located at bottom of windshield on driver's side) 1GCEK14R9VZ237135
Vehicle Make CHEVROLET TRU
Vehicle Model SILVERADO
Vehicle Year 1997
Current Odometer Reading 51,500

Purchase Date Sept 7 1997
Dealer's Name Fredericksburg Motors
City Fbg. State TX Zip Code 78604
Engine Size (CID/CC/L) 350
No Cylinders 8
 Turbo
 Diesel
 Gas
 Fuel Injecto

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01242000
Part Name(s) STEERING:4 WHEEL STEERING:FRONT SENSOR
Location Left Right Front Rear
Failed Part(s) Original Replacemen

No of Failures 2
Date(s) of Failure(s) 15-AUG-1998
Mileage at Failure(s) 31,000
Vehicle Speed at Failure(s) 1
Failed Part(s) Yes No
NHTSA Previously 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 Damag
Reported to Polic Yes No

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

FAULTY STEERING SENSOR; REPLACED TWO SENSORS WITHIN 16,000 MILES OR LESS. DEALER NOTIFIED. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK
second sensor failed at 31,000 miles. Dealer replaced part on Sept. 5, 2000 on Warranty. Vehicle now appears to be repaired

CONTINUE ON BACK IF NEEDED

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