



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

241

Date Received

00 SEP 21 AM
05-SEP-2000
OFFICE
DEFECTS INVESTIGATION

Old or

60134

od_r

up_ltr

LOCATION

Reference No.

869626

OWNER INFORMATION (Type or Print)

634568

Work Number

Home No.

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of

your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 9/18/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GUDM9A1XB501413	GMC	SAFARI	1999	17,352
Purchase Date 8/23/99	Dealer's Name WHITE SIDES		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas Fuel Injectio
☒ New ☐ Used	City CAMBRIDGE	State OH	Zip Code 43725	No Cylinders 6
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck VAN		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 3	Date(s) of Failure(s) 15-MAY-2000 - 7/19-2000 - 9/14/2000	Mileage at Failure(s) 15800	Vehicle Speed at Failure(s) 25 mi/hr - 20 mi/hr - 5 mi/hr
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 Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

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

BRAKES FAILED ON THREE OCCASIONS, PEDAL WOULD GO TO THE FLOOR INTERMITTENTLY. DEALER NOTIFIED, AND UNABLE TO LOCATE THE PROBLEM. PLEASE PROVIDE ANY FURTHER DETAILS. *AK
DO NOT AGREE WITH SERVICEMAN'S ANSWER TO PROBLEM. KRISC
HAYES TOLD ME YOU ARE NOT SUPPOSE TO PUT FOOT ON BRAKES WHEN YOU START
VAN. ROGER MCKEEN SERVICE MGT TOLD ME THAT IF YOU START ENGINE WITH
FOOT ON BRAKE AND KEEP FOOT ON BRAKE GOING 5-10 MILES AN HR. IT WILL
FILL LIKE PEDAL IS TO THE FLOOR. I HAVE BEEN DRIVING FOR 50 YRS AND
I ALWAYS PUT MY FOOT ON BRAKES WHEN STARTING. I DROVE THIS VAN
FOR 10 MONTH NEVER HAPPEN. I DID NOT HAVE BRAKES AT ALL.
REFER TO SERVICE MANUAL

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.

Field 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)

I READ THE SERVICE MANUAL ON 1999 GMC I RECEIVED FROM
WHITE'SIDE'S DOES NOT SAY ANYTHING ABOUT NOT PUTTING FOOT ON
BRAKE OR IF YOU DO LEAVE FOOT ON BRAKE WHAT WOULD HAPPEN.
DROVE VAN SAME WAY SINCE I PURCHED IT, NEVER HAD PROBLEM TILL NOW.
I AM SCARED TO DRIVE IT NOW. NEVER CHANGED DRIVING HABITS.

☆ U.S. G.P.O.: 1992-625-887/60080

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 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

20590+0001

