Form Approved: O.M.B. No. 2127-0038

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 252	
Date Received **08-SEP-2000**	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No. **869783**

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GDFG15R9T1024438	**GMC**	**SAVANA**	**1996**	

Purchase Date
☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L _____
No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
07300000	POWER TRAIN:TRANSMISSION:AUTOMATIC	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
	Dates) of Failure(s) 13-MAY-1999 Mileage at Failure(s) 67000 Vehicle Speed at Failure(s) _____	| |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 Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

SHE SAID THATTHE CHECK ENGINE LIGHT CAME ON AND STAY ON FOR THREE DAYS. AND THEN SHE WOULD GET THAT HARD SHIFT OF GEAR SHIFTING. AND THEN SHE TOOK IT TO THE DEALERSHIP TO BE FLUSHED OUT. THE CONSUMER IS CONCERNED AT 40,000 MILE SHE HAD SEVERE PROBLEM.

CONTINUE ON BACK IF NEEDED

Form Approved: O M B No 2127-0008

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Date Received
00 OCT -3 AM 10: 50
06-SEP-2000
OFFICE
DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.
869783

OWNER INFORMATION (Type or Print)

[redacted] 635200

Work Number

Home Nu [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. ☑ YES ☐ NO

Signature of Owner [redacted] Date 9/25/00

VEHICLE INFORMATION

Vehicle Ident No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1GDFG15R9T1024438	GMC	SAVANA	1996	68,454

Purchase Date 3/97
☑ New ☐ Used

Dealer's Name Steel City GMC
City Birmingham State AL Zip Code 35233

Engine Siz (CID/CC/L 5.7L
No Cylinders

☐ Turbo ☐ Diesel ☑ Gas ☑ Fuel Injectio

Transmission Type: ☐ Manua ☐ Automatic

Antilock Brakes: ☑ Yes ■ No

Restraint System: ☑ 3-Point Belt ☑ Driverside Airbag ☐ Motorbelt ☐ 2-Point Bel ☑ Passengerside Airbag

Cruise Contro: ☑ Yes ■ No

Drive Trai: ☐ Front ☑ Rear ☐ 4-Wheel

Vehicle Type: ☐ Car ☑ Van ☐ Sport Uti ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other

Body Style: ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07300000 12430000	POWER TRAIN:TRANSMISSION:AUTOMATIC INTERIOR SYSTEMS:INSTRUMENT PANEL:SPEEDOMETER:ODO	☐ Left ☐ Front ☐ Right ☐ Rear	☑ Original ☐ Replacemen

No of Failures

Date(s) of Failure(s) 13-MAY-1999
Mileage at Failure(s) 67000
Vehicle Speed at Failure(s)

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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

ENGINECHECK LIGHT CAME ON AND STAYED ON FOR THREE DAYS. THEN IT WAS HARD TO SHIFT OF GEAR. SHE TOOK VEHICLE TO THE DEALERSHIP TO BE FLUSHED OUT. CONSUMER WAS CONCERNED THAT AT 40,000 MILES SHE HAD SEVERE SHIFTING PROBLEM.*AK

5/13/99 AT 40,276 mi. showed code # P1870 possible valve stuck in valve body Dealer did not replace valve. VAN only 2yrs. and old.

8/00 RUST in trans. fluid; metal fillings. Was there a leak in seal allowing coolant to leak into trans. fluid ???

8/00 GMC paid 1/2 to replace transmission.

CONTINUE ON BACK IF NEEDED