

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 117

Date Received

15-SEP-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

870581

 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>(Listed at front of windshield or drivers side)</small> | Vehicle Make  | Vehicle Model | Vehicle Year | Current Odometer Reading |
| 3GNEK18R3WG113137   | CHEVROLET TRU | TAHOE         | 1998         |                          |

|   |                                       |                              |  |
|---|---------------------------------------|------------------------------|--|
| Purchase Date   | Dealer's Name _____                   | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input checked="" 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<br><input type="checkbox"/> Automatic | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | <input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbell<br><input type="checkbox"/> 2-Point Belt | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | <input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Sport Ult<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Motorcycle | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other _____ |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                                   |  |   |   |
|-----------------------------------|--|---|---|
| Component<br>15130000<br>13561003 | Part Name(s)<br>EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR<br>STRUCTURE:HATCHBACK LOCKS AND LATCHES | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Frnt <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No. of Failures<br>1              | Date(s) of Failure(s) 13-AUG-1998<br>Mileage at Failure(s) 29<br>Vehicle Speed at Failure(s) _____       | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No   | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0 | Number of Fatalities<br>0 | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|--------------------------------|---------------------------|---------------------------|---|

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

POWER DOOR LOCKS WOULD LOCK & UNLOCK AFTER GETTING WET. HAVE TAKEN TO DEALER FOR REPAIRS, BUT PROBLEM WITH THE LOCKS HAS REAPPEARED. ALSO, REAR HATCH WOULD OPEN UNEXPECTEDLY WHILE DRIVING. HAVE TAKEN VEHICLE BACK TO DEALER FOR REPAIRS. \*AK

CONTINUED ON BACK PLEASE

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.

*Please send another copy & I will re-write it if necessary.*

|   |   |  |   |  |
|---|---|--|---|--|
| <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p> | <p>DOT Auto Safety Hotline</p> <h3>Vehicle Owner's Questionnaire (VOQ)</h3> <p>NATIONWIDE 1-888-DASH-2-DOT<br/>1-888-327-4236<br/>www.nhtsa.dot.gov/hotline</p> |  | <p><b>FOR AGENCY USE ONLY 117</b></p> <p>Date Received: <u>16-SEP-2000</u></p> <p>OFFICE OF INVESTIGATION</p> |  |
|   | <p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] 638866</p>   |  | <p>Reference No. 870581</p> <p>Work Number [Redacted]</p> <p>Home Number [Redacted]</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    /   /   

**VEHICLE INFORMATION**

|  |   |  |  |  |
|--|---|--|--|--|
| Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)<br><b>3GNEK18R3WG113137</b>   | Vehicle Make<br><b>CHEVROLET</b>  | Vehicle Model<br><b>TAHOE</b>  | Vehicle Year<br><b>1998</b>  | Current Odometer Reading<br><b>31,000</b>  |
| Purchase Date<br><b>March '98</b>  | Dealer's Name<br><b>American Chevrolet</b>  |  | Engine Size (CID/CYL)<br><b>   /   /   </b>  | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used  | City<br><b>Modesto</b>  | State<br><b>CA</b>   | Zip Code<br><b>   /   /   </b>   | No Cylinders<br><b>   /   /   </b>   |
| Transmission Type<br><input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic  | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> 2-Point Belt<br><input checked="" type="checkbox"/> Passengerside Airbag   | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input checked="" type="checkbox"/> 4-Wheel                |
| Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other |   | Body Style<br><input checked="" type="checkbox"/> Sport Ult<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Motorcycle<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other |  |  |

*Purchased new*

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|   |  |  |  |
|---|--|--|--|
| Component<br><b>15130000<br/>13681003</b>   | Part Name(s)<br><b>EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR<br/>STRUCTURE:HATCHBACK LOCKS AND LATCHES</b> | Location<br><input type="checkbox"/> Left<br><input type="checkbox"/> Front<br><input type="checkbox"/> Right<br><input type="checkbox"/> Rear | Failed Part(s)<br><input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures<br><b>3</b>  | Date(s) of Failure(s)<br><b>13-AUG-1998 (4,046) May 30, 99</b>   | Mileage at Failure(s)<br><b>4,046 4,609 + Many times that</b>  | Vehicle Speed at Failure(s)<br><b>and July 13, 2000</b>  |
| Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No |  | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> No  |  |

*3 documented at Chevy Service Dept.*

**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

|  |   |                                       |                                  |   |   |
|--|---|---------------------------------------|----------------------------------|---|---|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br><b>0</b> | Number of Fatalities<br><b>0</b> | Estimated Property Damage<br><b>   /   /   </b> | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------------------|----------------------------------|---|---|

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

**POWER DOOR LOCKS WOULD LOCK & UNLOCK AFTER GETTING WET. HAVE TAKEN TO DEALER FOR REPAIRS, BUT PROBLEM WITH THE LOCKS HAS REAPPEARED. ALSO, REAR HATCH WOULD OPEN UNEXPECTEDLY WHILE DRIVING. HAVE TAKEN VEHICLE BACK TO DEALER FOR REPAIRS. \*AK**

*On [Redacted] I was locked inside my vehicle. As I approached the car I tried to use the remote to unlock it. The remote did not work so I used the key. It worked and I got in and closed the door. When I tried to start the car it was "dead."*

CONTINUE ON BACK IF NEEDED

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"Lemon"

Chery Tahoe 1998

4AVA195

3GNEK1BR3WG113137

Purchased March 21, 1998 new (59 miles on it)

American Chevrolet

4742 McHenry Ave.

Madison, CT 95350-9523

Vehicle + options 32,863.25  
Distribution charge 640.00  
Total Vehicle price 33,503.25

#1

Aug. 13, 1998 - 4,046 miles After washing the car (in a car wash) the vehicle would lock and unlock for up to 1 hour!

They (Am. Chev.) replaced the L.F. door harness seal. and replaced the hood release cable. See Invoice # CTC5127152 at Chevy dealer

Antenna rust was also feebly + was replaced.

Bob, from their service dept. said that water was probably getting inside the door latch. I called at 3:35 pm and talked to him.

#2

Feb. 11, 2000 24,495 miles intermittent lock problem bad enough for me to take it back to the dealer again. (It unlocked by itself many times and I had to stop the car & close the rear hatch. 6-8 times while driving to work. It also locked several times & would not open even with a key. I had to crawl through from the front to get groceries & other items out. I didn't take it in each time since it would work most of the time. It is my only vehicle and I leave for work at 6:30 AM, & return after 5 pm.)

See invoice # CTC5164833 (Chevy dealer invoice #) they "claimed" it wasn't related to the other lock problem yet they "adjusted, lubed and installed a RUBBER INSULATOR on the latch.

May 98 Called roadside assistance. Dead battery due to rear hatch opening without my knowledge. It just popped open but didn't open all the way until I drove over a bump. It had opened by itself several times as I was driving prior to this.

#3

July 12 2000 - I was locked inside the car. I could not unlock it

I called Chevy roadside assistance. <sup>From my phone.</sup> I also called a Modesto (Tireless). After he arrived the rear hatch unlocked by itself. I threw them the keys since the front doors still would not unlock. He used the key & I was able to get out. The battery was dead & I couldn't get the windows down etc.) I had a new battery installed & didn't get home until after 9pm. I also needed to take blood pressure med. & couldn't take it until I went home. (I had expected to return home before 5pm.) I was locked in the car in a <sup>Hot</sup> parking lot. I was freaking since the lot was clearing & no one was in the area. My cell phone <sup>battery</sup> was at low since I had been using the phone often during the day.

I am afraid to lock the doors when I am driving. I am also afraid to drive at night since I never know if I will be locked in (or if I do lock the doors they will unlock at any time.) I want my entire purchase price returned since this car has been a problem since I <sup>5 mo. after</sup> purchased it.

I told the <sup>Chevy</sup> Service people to wash it at the McHenry Ave. 5 min. car was on McHenry Ave and Morris Ave. They washed it at a near by car wash Prize Shine on North McHenry Ave.