

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

27-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

871646

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 front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN	CHEVROLET TRU	TAHOE	1999	

Purchase Date

Dealer's Name

Engine Size

(CID/CC/L

No. Cylinders

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

City _____ State _____ Zip Code _____

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 Vlt☐ Truck☐ Motorcycle☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 08-AUG-2000 Mileage at Failure(s) 25 Vehicle Speed at Failure(s) 40	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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

0

0

☐ Yes☒ No

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

WAS BRAKING VEHICLE & THE STEERING WHEEL WAS SHAKING. MADE CONTROLLING OF VEHICLE HARD. TOOK TO DEALER & INFORMED BY MECHANIC THAT BRAKE ROTORS WERE CAUSING THE SHAKING PROBLEM. MECHANIC TOOK THE BRAKE ROTORS OFF & INFORMED OWNER THEY WERE MADE OF TIN. ROTORS WERE REPLACED WITH A DIFFERENT TYPE.*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.



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00 OCT 18 AM 8

27-SEP-2000

OFFICE

DEFECTS INVESTIGATION

Old or

1st

2nd

3rd

up to

Reference No.

871648

OWNER INFORMATION (Type or Print)

642628

Work Number

Home Number

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 10/9/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) Vehicle Make Vehicle Model Vehicle Year Current Odometer Reading

FILL IN CHEVROLET TRU TAHOE 1999

Purchase Date

Mar. 99

Dealer's Name Taylor Chevrolet

Engine Size

(CID/CC/L)

No Cylinders

☐ Turbo

☐ Diesel

☐ Gas

☐ Fuel Injection

☒ New ☐ Used

City Lancaster State Oh Zip Code

Transmission Type Antilock Brakes Restraint System Cruise Control Drive Train Vehicle Type Body Style

☐ Manual ☒ Yes ☒ 3-Point Belt ☐ Motorbelt ☒ Yes ☐ Front ☐ Car ☒ Sport Utl ☐ 2-Door

☒ Automatic ☐ No ☐ Driverside Airbag ☐ 2-Point Belt ☐ No ☐ Rear ☐ Van ☐ Truck ☐ 4-Door

☐ Passengerside Airbag ☐ 4-Wheel ☐ Minivan ☐ Motorcycle ☐ Stationwagon

☒ Other ☐ Pick Up Truck

☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000 Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB Location ☐ Left ☐ Right ☒ Front ☒ Rear Failed Part(s) ☒ Original and ☒ Replacement

No of Failures 1 Date(s) of Failure(s) 08-AUG-2000 Mileage at Failure(s) 25 Vehicle Speed at Failure(s) 40 Failed Part(s) Available? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ 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 0 Number of Fatalities 0 Estimated Property Damage Reported to Police ☐ Yes ☒ No

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

WAS BRAKING VEHICLE & THE STEERING WHEEL WAS SHAKING. MADE CONTROLLING OF VEHICLE HARD. TOOK TO DEALER & INFORMED BY MECHANIC THAT BRAKE ROTORS WERE CAUSING THE SHAKING PROBLEM. MECHANIC TOOK THE BRAKE ROTORS OFF & INFORMED OWNER THEY WERE MADE OF TIN. ROTORS WERE REPLACED WITH A DIFFERENT TYPE.*AK

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Fold 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)

We have replaced front brakes, back
brakes and rotors twice within two
months. The shaking is gone but the
brakes squeak loud and at a high
pitch. Mechanic is at a loss as to what
to do.

★ U.S. G.P.O.: 1982-623-887/8006

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

