

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 294

Date Received

14-NOV-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

874903

 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 windshield on drivers side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G1WL54T8R1109108		CHEVROLET	LUMINA	1994	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag		☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 170 Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PREMATURE WEAR OF ROTORS AND CALIPERS. DEALER HAS REPAIRED/REPLACED THE CALIPERS AND ROTORS SEVERAL TIMES. *AK

CONTINUED ON BACK (REVERSE)

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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NOV 11 PM 3:00

14-NOV-2000

OFFICE

EFFECTS DIVISION

Ord. or
Alt.
Acc.
Up. Hr.

Reference No.

874903

Work Number

Home Number

OWNER INFORMATION (Type or Print)

656076

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 1/1/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G1WL54T6R1109108	CHEVROLET	LUMINA	1994	170,000
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
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Utl ☐ Truck ☐ Motorcycle			
	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☒ Right ☐ Front ☒ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) 170 Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

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CONTINUE ON BACK IF NEEDED

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1831 Indianapolis Blvd.
WHITING, INDIANA 46394
(219) 559-0940

328

[illegible]

CITY: S.A. E.		HOME PHONE		BUS. PHONE		EXT.		ODOMETER	
YEAR MAKE AND MODEL		94 <i>Ferrina</i>		MOTOR NUMBER		TERMS		LICENSE NUMBER	
SERIAL NUMBER									
DESCRIPTION OF WORK AMOUNT									
☐ LUBE	☐ CHANGE OIL	☐ OIL FILTER	☐ TUNE-UP	☐ TRANS.	☐ DIFF.				
<i>✓ Rear brakes reconfigure emergency cable</i> <i>174215</i>						24.00			
<i>[Signature]</i>									
LITERS/GALS. OF GAS @						24.00			
LITERS/PTS. OF OIL @						80.00			
LITERS/GALS. OF GREASE @									
TOTAL LABOR									
TOTAL PARTS									
ACCESSORIES									
GAS, OIL AND GREASE									
SUBLET REPAIRS									
EPA WASTE DISPOSAL									
TAX						4.00			
TOTAL						108.00			
THANK YOU									

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery of my car. An express mechanic lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNATURE

QTY.	PART NO. AND DESCRIPTION	PRICE
------	--------------------------	-------

Est. 1929

183 I Indianapolis Blvd,
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(219) 659-0840

6953

Warranty			CUSTOMER'S ORDER NO.	DATE 10-14-98	A.M. P.M.
			ORDER WRITTEN BY	PROMISED	
			BUS PHONE	EXT.	ODOMETER
			630-879-9240		LICENSE NUMBER
			SERIAL NUMBER	MOTOR NUMBER	TERMS
			94 Sumner		
			DESCRIPTION OF WORK		AMOUNT
☐ LUBE	☐ CHANGE OIL	☐ OIL FILTER	☐ TUNE-UP	☐ TRANS.	☐ DEF.
	Rear RR Caliper				38.00
	resurface / rotate				12.00
 MAY BE CONTINUED ON OTHER SHEET					TOTAL PARTS
ACCESSORIES					
LITERS/GALS. OF GAS @					TOTAL LABOR
LITERS/QTS. OF OIL @					TOTAL PARTS
KG/LBS. OF GREASE @					ACCESSORIES
					GAS, OIL AND GREASE
					SUBLET REPAIRS
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repairs thereon. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.					EPA/WASTE DISPOSAL
					TAX
SIGNATURE					TOTAL
TOTAL ACCESSORIES					THANK YOU
					50.00

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(219) 659-0840

7639

QTY.	PART NO. AND DESCRIPTION	PRICE
1	RR Calipers (Load)	97.50
1	(BERRY)	
TOTAL PARTS		
ACCESSORIES		
TOTAL LABOR		
TOTAL PARTS		
ACCESSORIES		
GAS, OIL AND GREASE		
SUBLET REPAIRS		
EPA / WASTE DISPOSAL		
TAX		
TOTAL		

NAME	CUSTOMER'S ORDER NO.	DATE
ADDRESS	ORDER WRITTEN BY	6-24-98
CITY, STATE, ZIP		PROMISED
PHONE / HOME		A.M.
YEAR, MAKE AND MODEL		P.M.
SERIAL NUMBER		LOCKWORTH
		LICENSE NUMBER

DESCRIPTION OF WORK

☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.

Washer broken
R & R R.R. Caliper
Resurface / rotate

38.00

12.00

[Signature]
JHC 79

AMOUNT

TOTAL PARTS	50.00
ACCESSORIES	97.50
GAS, OIL AND GREASE	
SUBLET REPAIRS	
EPA / WASTE DISPOSAL	
TAX	4.88
TOTAL	152.38

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An estimate of materials used is acknowledged on above vehicle to secure the amount of repairs thereon. It is also understood that you will not be held responsible for loss or damage to cars or vehicles left in care in case of fire, theft or any other cause beyond your control.

SIGNATURE

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6575

QTY.	PART NO. AND DESCRIPTION	PRICE
1	CALIPER-16065	60.82
1	LOOSE - OIL - Filter	19.95
1	Trans Filter	23.70
1	Fuel Filter	20.20
1	AIR Filter	13.60
1	TRANS OIL	17.50
1	Sealant	6.58
		162.27
	Parts	111c
		430.98
		284.46
TOTAL PARTS		
ACCESSORIES		
TOTAL ACCESSORIES		

NAME		CUSTOMER'S ORDER NO.		DATE	
ADDRESS		ORDER WRITTEN BY		A.M. P.M.	
CITY, STATE, ZIP				4-30-88	
HOME PHONE		BUS PHONE		EXT.	
YOUR NAME		MOTOR NUMBER		TOWNS	
CITY, STATE, ZIP					
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFT.					
DESCRIPTION OF WORK					
AMOUNT					
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFT.					
LITERS/GALS. OF GAS @ LITERS/GALS. OF OIL @ KG/LBS. OF GREASE @					
TOTAL LABOR 82.00 TOTAL PARTS 162.27 ACCESSORIES GAS, OIL AND GREASE SUBLET REPAIRS EPA WASTE DISPOSAL TAX 8.10 TOTAL 252.37					
SIGNATURE					

RTR Dean Bradley
 RTR Trans Filter
 Sealant & Filter

82.00

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(317) 550-0940

4996

QTY	PART NO. AND DESCRIPTION	PRICE
1	set F metallic pads	65.15
1	set R metallic pads	58.65
2	front struts	684.00 / 128.00
2	rear struts	400.00 / 800.00

NAME		CUSTOMER'S ORDER NO.		DATE
ADDRESS		CHECKED WITH I.D. BY		PREPARED
CITY, STATE, ZIP				A.M. P.M.
HOME	BUS PHONE	EXT.		
VEHICLE MAKE AND MODEL	YEAR	ENGINE	TRANSMISSION	
SERIAL NUMBER	WHEEL NUMBER	TERMS		
DESCRIPTION OF WORK		AMOUNT		

☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.
 Add 4 wheel drive brakes 105.00

PAID 11/29/97
 CH 545

TOTAL PARTS		331.80	12.35	18.00	105.00
ACCESSORIES					331.80
TOTAL USASH					105.00
LITERS/OILS, OF GAS @					
LITERS/OILS, OF OIL @					
KGS. OF GREASE @					
ACCESSORIES					18.00
GAS OIL AND GREASE					
SMALL REPAIRS					
ENV. WASTE DISPOSAL					
TAX					16.60
TOTAL					471.40
THANK YOU					

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repair thereon. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNATURE

4725

Black # 529

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WHITING, INDIANA 46394

20067

[illegible]

PRICE

McLAUGHLIN'S AUTO SERVICE CENTER, INC.,

770

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WHITING, INDIANA 46394
(219) 659-0840

[illegible]

Ray's Auto Center, Inc.

Professional Diagnostic
Repair Center
Foreign & Domestic Cars & Trucks

10601 S. AVE. JEC
CHICAGO, IL 60617
(773) 734-9424 FAX (773) 374-0538



ASE CERTIFIED
TECHNICIANS

Vehicle: 1994 Chevrolet Lumina
Engine: 3.1
License: DM6969
VIN: 2G1WL5478R1109188
Color: RED

Invoice number: 004957
Job number: 30
Started: 05/19/00 Completed: 05/20/00
(Saturday, May 20, 2000, 2:31 pm)
Mileage in/out: 152,852 / 152,852

Description of work

Replace front brake pads and machine front rotors.
Replace rear loaded brake calipers and rotors.

Service history Date Mileage

Oil & Filter Change	05/18/00	152727
Air Filter	02/18/00	144211
Tune Up	-/-/-	
Hot Oil Filter	-/-/-	
Emission Testing	-/-/-	
Fuel Injector Svc.	-/-/-	
Alignment	-/-/-	
Shocks / Struts	-/-/-	
New Tires	-/-/-	
Rotate Tires	-/-/-	
Front Brakes	05/20/00	152852
Rear Brakes	05/20/00	152852
Cooling System Flush	12/20/99	139123
Thermostat	12/20/99	139123
Belts	-/-/-	
Hoses	12/20/99	139123
New Battery	-/-/-	
Transmission Service	-/-/-	

OUR INSPECTION OF YOUR VEHICLE SHOWS IT NEEDS THE FOLLOWING:

Stock no.	Qty Description	Each	Price	Tn
Labor	Replace front brakes		55.00	6
Labor	Replace rear brakes		55.00	6
BA-9F	1 Brake fluid	2.50	2.50	6
BC-L55494M	1 Loaded caliper	128.43	128.43	6
BC-L55495M	1 Loaded caliper	128.43	128.43	6
BF-MKD376	1 Disc brake pads	59.95	59.95	6
BR-5576	2 Disc brake rotor	65.00	130.00	6

Totals

Oil	0.00
Labor	110.00
Parts	449.31
Sublet	0.00
Package	0.00
Road Service/Tow	0.00
EPA Charges	0.00

Sub Total : 559.31

Sales Tax : 39.33

TOTAL DUE : 598.64

Thanks! RAY'S AUTO CENTER, INC.
Status : Paid - C. Card Visa

SIGNATURE :