



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 294

Data Received

04-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875918

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
1GNEL19W4YB125004	CHEVROLET TRU	ASTRO	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03350000	Par. Name(s) BRAKES:AIR:ANTILOCK SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 25 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

INTERMITTENTLY WHEN APPLYING THE BRAKES THE FRONT WHEELS LOCK UP AND THE REAR WHEELS TURN RESULTING IN POOR STOPPING. THE DEALER HAS INSPECTED THE VEHICLE

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.



U.S. Department of Transportation
 National Highway Traffic Safety Administration
 DOT Auto Safety Hotline
 NATIONWIDE 1-888-DASH-2-DOT
 1-888-327-4236
 www.nhtsa.dot.gov/hotline

Vehicle Owner's Questionnaire (VOQ)

OWNER INFORMATION (Type or Print)

658954

875918
 Reference No.

Date Received: 04-DEC-2000
 Od or Mileage: up lit

FOR AGENCY USE ONLY 284

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 Signature of Owner: [Redacted]
 Date: 12/22/99

VEHICLE INFORMATION

Vehicle Identification No. (VIN): 1GNEL19W4YB125004
 Vehicle Make: CHEVROLET TRU
 Vehicle Model: ASTRO
 Vehicle Year: 2000
 Current Odometer Reading: 24,000 +

Purchase Date: 12-22-99
 Dealer's Name: SHICKLAS
 City: OKLAHOMA CITY
 State: OK
 Zip Code: [Redacted]
 Engine Size (CID/CYL): 437
 Turbo:
 Diesel:
 Gas:
 Fuel Injection:

Transmissions on Type: Manual Automatic
 Restraint System: 3-Point Belt 2-Point Belt Motorbelt
 Antilock Brakes: Driver's Side Airbag Passenger's Side Airbag
 Cruise Control: Yes No
 Drive Train: Front Rear 4-Wheel
 Vehicle Type: Car Van Motorcycle Other
 Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION
 Component: 03260000
 Part Name(s): BRAKES; HYDRAULIC; ANTI-SKID SYSTEM
 Location: Left Right
 Failed Part(s): Original Replacement
 No. of Failures: 2
 Date(s) of Failure(s): 11/5/2000, 11/17/2000
 Mileage at Failure(s): 21,000, 21,000
 Vehicle Speed at Failure(s): 65 MPH
 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
 Fatal: Yes No
 Number of Persons Injured: NONE
 Number of Fatalities: NONE
 Estimated Property Damage: NONE
 Reported to Police: Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)
 REAR FRONT
 INTERMITTENTLY WHEN APPLYING BRAKES FRONT WHEELS LOCKED UP AND REAR WHEELS TURNED, RESULTING IN POOR STOPPING. DEALER HAS INSPECTED VEHICLE. AK ONCE. Has not managed to reproduce the problem.
 Please note the attached paper work describing the exact same problem that resulted in the purchase of a 1999 Astro van by the Chevrolet Division as required by the Oklahoma Lemon Law. I find it hard to believe that I'm the only one in the whole world who would with this problem.

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CONTINUE ON BACK IF NEEDED