

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 156

Date Received

09-JAN-2001

Oid_or

rt_dtl

od_rt

up_ltr

Reference No.

877709

OWNER INFORMATION (Type or Print)

665459

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 / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)

1GCHG39R9Y1219580

Vehicle Mak

CHEVROLET TRUCK EXPRESS

Vehicle Mode

Vehicle Year

2000

Current Odometer Reading

Purchase Date

Dealer's Name

Engine Siz

(CID/CCL

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

City State Zip Code

No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☐ 3-Point Belt☐ Motorbelt☐ Yes☐ Front☐ Car☐ Sport Ult☐ 2-Door☐ Automatic☐ No☐ Driverside Airbag☐ 2-Point Bel☒ No☐ Rear☐ 4-Wheel☐ Van☐ Motorcycle☐ 4-Door☐ Stationwagon☐ Pick Up☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03250000

03272000

Part Name(s)

BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

BRAKES:HYDRAULIC:DISC:PADS AND SHOES

Location

☐ Left☐ Front☐ Right☐ Rear

Failure Part(s)

☐ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 08-JAN-2001

Mileage at Failure(s) 17

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

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

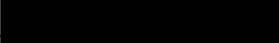
☐ Yes☒ No

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

BRAKING SYSTEM MALFUNCTIONED WHICH CAUSED MORE WEAR AND TEAR ON BRAKE PADS, RESULTING IN EXTENDED STOPPING DISTANCE. PLEASE PROVIDE FURTHER INFORMATION.*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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 158	
		Date Received <u>09 JAN 2001</u> Office <u>DEFECTS INVESTIGATION</u> Reference No. <u>877709</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print)			
		665459	
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 <u>MAY</u> NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner 		Date <u>1/1</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GCHG39R9Y1219580		Vehicle Make CHEVROLET TRU Vehicle Model EXPRESS Vehicle Year 2000 Current Odometer Reading 18,000	
Purchase Date _____ ☒ New ☐ Used		Dealer's Name <u>McCarthy's Chev.</u> City <u>Forest Lake</u> State <u>Mn.</u> Zip Code <u>55025</u> Engine Size (CID/CC/L) <u>350</u> ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection No Cylinders <u>8</u>	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☒ No
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other <u>Van</u>			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03260000 03272000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:PADS AND SHOES		Location ☐ Left ☐ Right ☒ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement		No of Failures _____ Date(s) of Failure(s) <u>08-JAN-2001</u> Mileage at Failure(s) <u>17</u> 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(es) 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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
BRAKING SYSTEM MALFUNCTIONED WHICH CAUSED MORE WEAR AND TEAR ON BRAKE PADS, RESULTING IN EXTENDED STOPPING DISTANCE. PLEASE PROVIDE FURTHER INFORMATION.*AK The premature wearing of the brake pads required the rotors to be turned, thus reducing the life of the rotors. The mechanic informed me that I can expect longer life from the replacement pads. I have spoken with other owners of similar vehicles, and it seems that this is a common problem. General Motors did replace the pads (free).			
CONTINUE ON BACK IF NEEDED			
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INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

[illegible]

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

and turn the rotors at no cost to me. I appreciate that. However, they reduced the life of the rotors, and cost me some time. I feel this is the result of installing inadequate brake pads initially.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

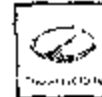
POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590





534-19th Street SW
FOREST LAKE, MN 55025
651-464-1400



CUSTOMER NO. 26467	NAME JEFF CHENEY	22446	43	INVOICE DATE 01/10/01	PIVOT OF A.C. CICS129185
	ADDRESS [REDACTED]	10822	17488	COLOR SUMMIT WHITE	MODEL NO. 1850
	VEHICLE TYPE JO CHEVROLET TRUCK/GMT 600 VAN/G35.C			DELIVERY DATE 09/31/00	DELIVERY MILES 12
	VEHICLE NO. JGCHG398BY1218580			WARRANTY DATE 01/10/01	PRODUCTION DATE
COMMENTS					

LABOR & PARTS
JOB # 1 16CTZMISC1 MISC LT BRAKE REPAIR HOURS. 2.10 TECH(S): 90202
FRONT BRAKES ARE GRINDING BAD WERE SQUEAKING SOME TIME AGO
CHECK ALL BRAKES AND ADVISE
FRONT BRAKES AT OK
NECESSARY TO REPLACE FRONT PADS & TURN ROTORS
NG/4X H0042 2.1
CUST REQUESTS ASSISTANCE (CASE #62786277)

WARRANTY

PARTS	QTY	FD NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	18045156	PAD KIT 5.617		C.U.C
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00



ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$40.00 (+TAX)

COMMENTS
CUST REQUESTS ASSISTANCE (CASE #62786277). OK TO REPAIR AS A
GOODWILL ADJUSTMENT.

TOTALS

* [] CASH [] CHECK NO.	TOTAL LABOR	0.00
* [] VISA/MASTERCARD [] DISCOVER	TOTAL PARTS	0.00
* [] AMER EXP [] CHARGE A/R	TOTAL SUMLEY	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00



WE WANT YOU TO BE COMPLETELY SATISFIED WITH THE REPAIRS
TO YOUR VEHICLE. IF YOU HAVE ANY QUESTIONS OR CONCERN
PLEASE CONTACT BILL OUR SERVICE MANAGER AT 464-1400.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME
LIMITED GUARANTEE SEE YOUR SERVICE ADVISOR FOR DETAILS
THANK YOU FOR DOING BUSINESS AT WALLY MCCARTHY'S



CUSTOMER SIGNATURE

ALL PARTS NEW
ORIGINAL EQUIPMENT
UNLESS OTHERWISE
SPECIFIED
12-02-98