

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** 231

Date Received

10-JAN-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No.

877907

Work Number

Home Number

OWNER INFORMATION (Type or Print)

666088

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHEVROLET TRUCK	SUBURBAN	1997	

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	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 Utility ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01242000	Part Name(s) STEERING:4 WHEEL STEERING:FRONT SENSOR	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
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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)

VEHICLE WOULD OVERSTEER WHILE MAKING A TURN . DEALER STATED EVO SENSOR NEEDED TO BE REPLACED. 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.

 U.S. Department of Transportation National 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 231 Date Received <u>10-JAN-2001</u> 10-JAN-2001 OVERSEAS INVESTIGATION Reference No. <u>877907</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) <u>[Redacted]</u> <u>666088</u>				Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner <u>[Redacted]</u> Date <u>9 Feb 01</u> ☒ YES ☐ NO	
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1GNFK16R9VJ31</u>		Vehicle Make <u>8696</u> <u>CHEVROLET TRU</u>	Vehicle Model <u>SUBURBAN</u>	Vehicle Year <u>1997</u>	Current Odometer Reading <u>14000</u>
Purchase Date <u>16 April 1997</u>	Dealer's Name <u>Karl Chen</u>		Engine Size <u>Vortec</u> (CID/CC/L) <u>5700</u>		☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>New Canaan CT</u>	State <u>CT</u>	Zip Code <u>06840</u>	No Cylinders <u>8</u>	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag		Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4 Wheel
Vehicle Type ☐ Car ☐ Van ☒ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		☐ Sport Ut ☐ Truck ☐ Motorcycle	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component <u>01242000</u>	Part Name(s) <u>STEERING:4 WHEEL STEERING:FRONT SENSOR</u>		Location ☒ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement	
No of Failures <u>6</u>	Date(s) of Failure(s) <u>DEC 2000</u> Mileage at Failure(s) <u>13000</u> Vehicle Speed at Failure(s) <u>25</u>		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 <u>1</u>	Number of Fatalities <u>1</u>	Estimated Property Damage <u>1</u>	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) VEHICLE WOULD OVERSTEER WHILE MAKING A TURN. DEALER STATED EVO SENSOR NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER INFORMATION.*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)

pls advise if this repair is in fact covered by the manufacturer gm, because the same failure occurred with our 1997 Tahoe at 25,000 miles and there was no charge to repair it. However, I was charged for this repair to the Suburban and informed that Karl Chevrolet was not aware of general letters covering this repair
thank you

*VIN 1GNEL13R5VJ417767

☆ U.S. G.P.O. 1992 - E29-857 / 80096

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

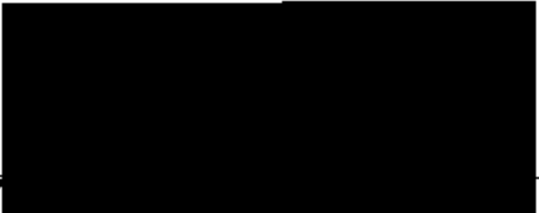
BUSINESS REPLY MAIL

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 20580



CUSTOMER NO. 8855	ADVISOR RAY LEGENZOWSKI	TAG NO. 9	INVOICE DATE 12/26/00	INVOICE NO. CTCS74634
	LABOR RATE 75.00	LICENSE NO. 61MFP	RELEASE 39,271	COLOR VICTORY RED
	YEAR / MAKE / MODEL 97/CHEVROLET TRUCK/SUBURBAN 1500/3			DELIVERY DATE 04/07/97
	VEHICLE I.D. NO. 1GNFK16R9V1378696			DELIVERY MILES 9
	P.T.E. NO.			PRODUCTION DATE
	P.O. NO.			R.G. DATE 12/26/00
COMMENTS				

JOB# 1 CHARGES

LABOR
1.36CVZ STEERING WH/COLUMN UNITS: 1.30 TECH(S):74 97.50
CUSTOMER COMPLAINT OF OVERSTEERING WHEN SHE TAKES A TURN
THE STEERING REALLY PULLS TO THE RIGHT OR LEFT-PLAY
EVO SENSOR SHORTED
REPLACE EVO SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	26081626	SENSOR KI 6.624	62.42	
				TOTAL - PARTS	62.42

JOB# 1 TOTALS

LABOR 97.50
PARTS 62.42

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 159.92

TOTALS

PAYMENT METHOD CHECK # () CASH ()	TOTAL LABOR....	97.50
CHARGE () CREDIT CARD VISA () MC () DIS () AMEX ()	TOTAL PARTS....	62.42
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	9.60

WE ARE A GM GOODWRENCH SERVICE PLUS DEALER.
DEALER INSTALLED GM PARTS ARE WARRANTED FOR 12 MONTHS OR
12000 MILES (WHICH EVER COMES FIRST) PARTS AND LABOR!!
PARTS MARKED WITH A "*" MAY HAVE A LIFETIME WARRANTY.
SEE BACK SIDE OF INVOICE FOR DETAILS

TOTAL INVOICE \$ 169.52

CUSTOMER SIGNATURE

Any GM part marked with an "H" has a lifetime parts and labor guarantee in a customer paid situation. Dealer installed GM parts are warranted for 12 months or 12,000 miles, whichever comes first, parts and labor. LIMITED WARRANTY: Karl Chevrolet guarantees their service work on Chevrolet vehicles for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Any part marked with a "*" is not supplied, marketed or warranted by General Motors. PLEASE SEE BACK FOR WARRANTY DETAILS.