



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

284

Date Received

25-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

878997

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
1GBFG15W7Y1219243	CHEVROLET TRU	EXPRESS	2000	

Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 032000000	Part Name(s) BRAKES:HYDRAULIC SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 25-JAN-2001 Mileage at Failure(s) 1 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)

INTERMITTENTLY WHEN BRAKES ARE APPLIED VEHICLE PULLS. DEALER HAS INSPECTED AND REPAIRED VEHICLE, AND THE PROBLEM HAS NOT BEEN CORRECTED.*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)

U.S. Department of Transportation

National Highway Traffic Safety

Administration

OWNER INFORMATION (Type or Print)

www.nhtsa.dot.gov/hotline

1-888-327-4236

NATIONWIDE 1-888-DASH-2-DOT

26 JAN-2001

OFFICE

01 FEB 13 AM 11:43

Date Received

FOR AGENCY USE ONLY 284

Reference No.

878997

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES ☒ NO ☐

Name and address to the vehicle manufacturer.

Signature of Owner

VEHICLE INFORMATION

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

1GBFG15W1Y1219248

Vehicle Make

CHEVROLET TRU

Vehicle Model

EXPRESS

Vehicle Year

2000

Current Odometer Reading

15,000

Purchase Date

Dealer's Name Don McGue Chevrolet

City ST. CHARLES State IL Zip Code

New ☒ Used ☐

Antilock Brakes

Transmission Type

Automatic ☒ Manual ☐

Restraint System

3-Point Belt ☒ 2-Point Belt ☐

Cruise Control

Yes ☒ No ☐

Drive Train

Front ☒ Rear ☐ 4-Wheel ☐

Vehicle Type

Car ☒ Van ☐ Minivan ☐ Other ☐

Body Style

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

Component

03200000

Part Name(s)

BRAKES:HYDRAULIC SYSTEM

Location

Left ☐ Right ☐ Front ☒ Rear ☐

Failed Part(s)

Original ☒ Replacement ☒

No of Failures

4

Date(s) of Failure(s)

25 JAN-2001

Mileage at Failure(s)

1000 miles

Vehicle Speed at Failure(s)

ANY SPEED

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 Failures

Estimated Property Damage

Reported to Police

Yes ☐ No ☒

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

INTERMITTENTLY WHEN BRAKES ARE APPLIED VEHICLE PULLS. DEALER HAS INSPECTED AND REPAIRED VEHICLE, AND THE PROBLEM HAS NOT BEEN CORRECTED. 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.

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)

I HAD THE VEHICLE ABOUT 2 WEEKS THE FIRST TIME I EXPERIENCED FAILURE. APPROXIMATELY 1000 MILE. TOOK TO DEALER, THEY SWAPPED ROTORS & REPLACED PADS. ABOUT A WEEK LATER THE BRAKE PULL REOCCURED, I BROUGHT BACK TO DEALER & THEY STATED AFTER TWO DAY THEY DIDN'T EXPERIENCE THE BRAKE PULL. NO MORE THAN FOUR DAYS AFTER I PICKED IT UP IT WAS BACK. I THEN CONTACTED NHTSA & CHEVROLET MOTOR DIVISION. I KEPT THE VAN FOR ANOTHER WEEK OR SO TO SEE IF IT WOULD PERSIST, THE BRAKE PULL GREW STRONGER & STRONGER UNTIL MY WIFE CAME VERY CLOSE TO GETTING IN AN ACCIDENT WITH MY THREE CHILD IN THE CAR. BROUGHT BACK TO DEALER FOR THE DEALER FOR THIRD TIME. THEY HAD IT FOR ABOUT ~~FOUR~~ DAYS, SPOKE WITH THIER REGIONAL SERVICE MANAGER, DID ^{FOUR} SOME MORE REPAIRS GAVE IT BACK TO ME HOPING TO REASSURE MY FAITH IN THE VEHICLE. TWO DAY LATER THE RILLING WAS BACK. I AM NOW WORKING WITH THEM ON TRADING ME INTO ANOTHER VEHICLE.

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