

Form Approved: O.M.B. No. 2127-0008



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received

2-08-00

Reference No.

od-ri
s-nt

OWNER INFORMATION

DAYTIME TELEPHONE NUMBER

ENTER ZIP CODE

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

☒ Yes
☐ No

In the
Signature

our name and address to the vehicle manufacturer.

1-28-00

DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) Located at bottom of windshield on driver's side		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
3GNFK16R8VG191757		Chevrolet	Suburban	0797	1997
VEHICLE MANUFACTURER					
☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other ☐ Daimler/Chrysler ☒ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW					
PURCHASE DATE	☒ New ☐ Used	DEALER'S NAME	CITY	STATE	ZIP CODE
8-25-97		Days Chevrolet	Acworth	GA	30101
ENGINE SIZE	NO. CYLINDERS	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES
IC/D/CC/L	V-8	☐ Turbo ☒ Fuel Injection	☐ Diesel ☒ Gas	☐ Manual ☒ Automatic	☒ Yes ☐ No
		RESTRAINT SYSTEM		CRUISE CONTROL	
		☒ Driver's Side Airbag ☒ Passenger's Side Airbag ☒ 3-Point Belt		☒ 2 Point Belt ☐ Motor/Seat ☒ Yes ☐ No	
DRIVETRAIN		VEHICLE TYPE		DOORS	
☐ Front ☒ 4-Wheel ☐ Rear		☐ Car ☐ Minivan ☐ Truck ☐ Other ☐ Van ☒ Sport/Utility ☐ Motorcycle		☐ 2-Door ☒ 4-Door	
				BODY STYLE	
				☐ Hatchback ☐ Sedan ☐ Pick Up Truck ☐ Station Wagon	

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Child Seat ☐ Electrical Lights & Alarm ☐ Engine & Cooling System ☐ Equipment ☐ Fuel System, Exhaust ☐ Heater, Defrost, Ventilation ☐ Interior ☐ Parking Brake ☐ Power Train ☐ Service Brakes ☒ Steering ☐ Structure ☐ Suspension ☐ Visual Systems ☐ Other	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19	TIRE NAME	
	INCIDENT DATE	COMPLETE TIRE SIZE	
	everytime I drove until I had the steering sensor removed.		
	MILEAGE AT INCIDENT	TIRE BRAND	
	Practically entire time I owned the auto	☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☐ Kelly Springfield ☐ Michelin ☐ Yokohama ☐ Other	
	VEHICLE SPEED AT INCIDENT		
	all speeds		
	FAILED PART(S)		
	☒ Original ☐ Replacement		
HANDICAPPED ADAPTIVE	FAILED PART(S) AVAILABLE?	NHTSA PREVIOUSLY CONTACTED?	
☐ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), allure(s), crash(es), and jury(ies) on a back of is form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT	RESULT OF INCIDENT
	☐ Yes ☐ No	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19	☐ Wear/Corroded/Rust ☐ Weak/Poor Fit/Loose ☐ Cut/Torn ☐ Disconnected/Fell Off ☒ Erratic/Poor Performance ☐ Excessive Effort	☐ Explosion/Fire ☒ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Stalls ☐ Sudden Acceleration
	FIRE	NUMBER OF FATALITIES		
	☐ Yes ☐ No	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19	☐ Naley ☐ Leaks ☐ Short ☐ Loose/Sticks/Grabs ☐ Stability/Vibration ☐ Rattle	

PLEASE DO NOT WRITE IN THIS AREA



00260

arrative description of incident(s), failure(s), rash(es), location(s), and injury(ies). Include additional accidents if applicable.

he trouble began in Dec 1997 at approx 14,500 miles. The steering system in the auto would suddenly jerk when making a turn. The turn would be as slight as turning from one lane to the next. I have had trouble all along with erratic jerks in the steering. Finally in Nov, 1999 I had the steering sensor taken off and it is no longer jerking.

I have attached a letter I wrote to GM. They called me back when they received the letter telling me there was nothing they could do about the problem.

Continue on additional page if necessary

Describe any additional incidents. (include date and mileage)
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration by the National Highway Traffic Safety Administration. Your responses may be used to assist the NHTSA in determining whether a manufacturer's products may be subject to recall or a safety defect. The NHTSA processes with should take appropriate action to correct a safety defect, your response, or a administrative enforcement or litigation against a manufacturer, or a statistical summary thereof, may be used in support of the agency's action.

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Also a friend had told me not to buy a suburban because she was also having steering problems with her auto.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

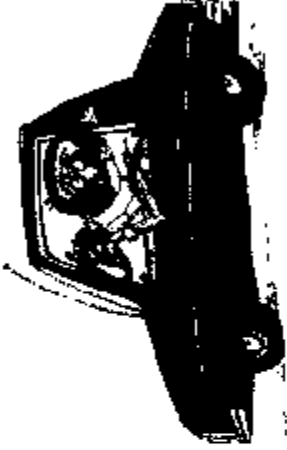
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline



September 21, 1998

Mr. Cal Shilling
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Drive
Detroit, Michigan 48265

RE: 3GNFK16R8VG191757
1997 Suburban

Dear Mr. Shilling:

On August 25, 1997, I purchased a 1997 Suburban from Day's Chevrolet in Acworth, GA. I am gravely concerned about the problems I am having with my auto. When driving down the road, the vehicle will suddenly dart to one side. This seems to occur more often when braking and turning to the right.

I have taken the car in for service on three occasions for a steering problem that I feel is extremely dangerous. The steering sensor has been replaced twice and I have now taken it in for the third time. The service manager feels the only way to keep the problem from reoccurring would be to replace the steering sensor with a '94 steering hose system. He has seen numerous problems with the steering on the '96 to '98 models and believes it is a factory problem. I am willing to try the service manager's suggestions in order to make my automobile safe to drive. I do, however, want General Motors to say this is an acceptable way to repair the problem as well as pay the \$200 to \$250 it will cost to replace the steering sensor. I feel I shouldn't have to pay for a General Motors engineering problem.

I have owned three previous Suburbans. I normally drive a Suburban for 150,000 to 200,000 miles; however, this auto drives as if it has in excess of 200,000 miles on it and it only has 42,000 miles. I feel that I am driving a lemon and would like you to either repair the problem so that it doesn't reoccur, or replace the vehicle.

I hope you will respond as soon as possible as I am very concerned about the steering problem causing an accident and someone being killed.



cc: Day's Chevrolet

JS/ss