



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 6-6-00	Order _____
Reference No.	rt dt _____
	ud rt _____
	up tr _____

OWNER INFORMATION (Print or Type)

provide a copy of this report to the manufacturer of your vehicle? Yes No

SIGNATURE OF OWNER _____ DATE _____

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side) 12HAB213Z9M2710348	VEHICLE MAKE Edsmobile Bravade	VEHICLE MODEL 1991	MANUFACTURE DATE 1991	MODEL YEAR 1991	
VEHICLE MANUFACTURER <input type="checkbox"/> BMW <input type="checkbox"/> Ford <input type="checkbox"/> Honda <input type="checkbox"/> Nissan <input type="checkbox"/> Subaru <input type="checkbox"/> Volvo <input type="checkbox"/> Other <input type="checkbox"/> Daimler/Chrysler <input checked="" type="checkbox"/> General Motors <input type="checkbox"/> Hyundai <input type="checkbox"/> Saab <input type="checkbox"/> Toyota <input type="checkbox"/> VW					
PURCHASE DATE <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	DEALER'S NAME Stinch Auto	CITY Yakima	STATE WA	ZIP CODE	
ENGINE SIZE (CID/CC/ID) 6	FUEL SYSTEM <input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Fuel Injection	FUEL TYPE <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Diesel	TRANSMISSION TYPE <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	ANTILOCK BRAKES <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	RESTRAINT SYSTEM <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 3-Point Belt
CRUISE CONTROL <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DRIVETRAIN <input type="checkbox"/> Front <input checked="" type="checkbox"/> 4-Wheel <input type="checkbox"/> Rear <input type="checkbox"/> Car <input type="checkbox"/> Minivan <input type="checkbox"/> Truck <input type="checkbox"/> Other <input type="checkbox"/> Van <input checked="" type="checkbox"/> Sport Utility <input type="checkbox"/> Motorcycle				
DOORS <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door		BODY STYLE <input type="checkbox"/> Hatchback <input type="checkbox"/> Sedan <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Stationwagon			

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT <input type="checkbox"/> Child Seat <input type="checkbox"/> Electrical Lights & Alarms <input type="checkbox"/> Engine & Cooling System <input type="checkbox"/> Equipment <input type="checkbox"/> Fuel System, Exhaust <input type="checkbox"/> Heater, Defrost, Ventilation <input type="checkbox"/> Interior <input type="checkbox"/> Parking Brake <input type="checkbox"/> Power Train <input type="checkbox"/> Service Brakes <input type="checkbox"/> Steering <input type="checkbox"/> Structure <input type="checkbox"/> Suspension <input type="checkbox"/> Visual Systems <input type="checkbox"/> Other _____	NO. OF FAILURES <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	INCIDENT DATE	TIRE NAME	COMPLETE TIRE SIZE
	MILEAGE AT INCIDENT	TIRE BRAND <input type="checkbox"/> BF Goodrich <input type="checkbox"/> Cooper <input type="checkbox"/> Firestone <input type="checkbox"/> Goodyear <input type="checkbox"/> Kelly Springfield <input type="checkbox"/> Michelin <input type="checkbox"/> Yokohama <input type="checkbox"/> Other _____	
	VEHICLE SPEED AT INCIDENT	FAILED PART(S) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	
HANDICAPPED ADAPTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No	FAILED PART(S) AVAILABLE? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA PREVIOUSLY CONTACTED? <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICABLE 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 type="checkbox"/> No	NUMBER OF PERSONS INJURED <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18	CAUSE OF INCIDENT <input type="checkbox"/> Wear/Unretd/Rust <input type="checkbox"/> Nery <input type="checkbox"/> Weak/Poor Fit/Loose <input type="checkbox"/> Leaks <input type="checkbox"/> Cut/Torn <input type="checkbox"/> Short <input type="checkbox"/> Disconnect/Fall Off <input type="checkbox"/> Locks/Sticks/Grabs <input type="checkbox"/> Erratic/Poor Performance <input type="checkbox"/> Stability/Vibration <input type="checkbox"/> Excessive Effort <input type="checkbox"/> Broken	RESULT OF INCIDENT <input type="checkbox"/> Explosion/Fire <input type="checkbox"/> Loss of Control <input type="checkbox"/> Poor Visibility <input type="checkbox"/> Inadvertent Start <input type="checkbox"/> Rollover <input type="checkbox"/> Stalls <input type="checkbox"/> Sudden Acceleration
	FIRE <input type="checkbox"/> Yes <input type="checkbox"/> No	NUMBER OF FATALITIES <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18		

PLEASE DO NOT WRITE IN THIS AREA



01006

[REDACTED]

90 National Traffic Safety Administration:

Re: Anti-lock brakes on
a 1991 Browada:

The first time we had problems was the ABS light. He called General Motors and they refused to do anything - He had only 15,000 miles on the car, but they told us the guarantee had expired, regardless of mileage on the car. (Statements enclosed - Riverton Motor)

The second time with our brakes was in May. We only had 20,000 miles on the car. Statements from Larry Miller Motor Company are enclosed.

I am enclosing two articles from the newspaper regarding anti-lock brakes. I thank you.

[REDACTED]

The Bravada is
like a new car.
It is never left out
in the elements -
always in a garage.
It has never been
in an accident.

Recalls - Salt Lake Tribune Newspaper

D6 July 22/99

CONSUMER CORNER



General Motors to Recall SUVs, Vans, Pickups

WASHINGTON — General Motors has agreed to recall some 3.5 million vehicles to conclude a five-year government investigation into problems with anti-lock brakes installed on sport utility vehicles, vans and pickup trucks.

The National Highway Traffic Safety Administration, which made the announcement Wednesday, launched the probe after receiving reports of performance problems on an array of GM vehicles manufactured in the 1990s.

Currently, the agency has on file 10,861 reports of brake problems on General Motors S and T trucks, which included reports of 2,111 crashes and 293 injuries.

The vehicles under investigation include the 1981-97 Chevrolet Blazer, GMC Jimmy and the Oldsmobile Bravada sport utility vehicles; the Chevrolet S-10 and GMC Sonoma, Cydonia and Typhoon pickup trucks; and the 1992-95 Chevrolet and GMC Suburban sport utility vehicles.

July 12/2000
GM Vehicle Recall

Finally Getting in Gear

WASHINGTON — The wait may finally be over, if you are an owner of a 1991-96 General Motors Corp. sport-utility vehicle, pickup or van with balky anti-lock brakes.

Nine months have passed since GM agreed to do a safety recall of 1.2 million vehicles with defective anti-lock brakes and to reprogram the computer chip that runs the brakes in another 2 million vehicles.

GM's promise to repair the brakes in some of its most popular trucks ended one of the longest and most technically difficult federal vehicle safety probes. But to the dismay of government safety officials, it has not brought a quick fix for consumers or even a speedy explanation of the problem to GM owners.

GM is only this week ready to start mailing first notices to some of the affected owners. Others won't get letters for months.

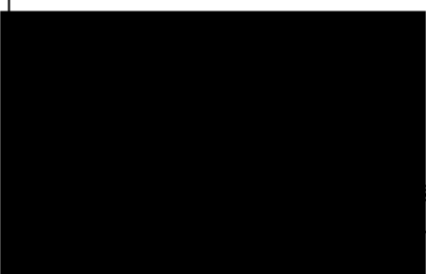
"We certainly didn't expect it to take nine months to get things rolling," said a senior official for the National Highway Traffic Safety Administration. "It's surprising to me. . . . We probably should have pushed for earlier notice to owners."

RIVERTON AUTO CENTER

12741, SOUTH REDWOOD ROAD
RIVERTON, UTAH 84065
PHONE: 254-8061

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, whether expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the user neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

*Beckford
Lycorne
Thybon*



ADVISOR	DATE	TIME	STOCK NO.
NAME	5/98		OLCB1394A
LAST			
VEHICLE	MAKE	MODEL	DELIVERY MILES
YEAR			
SENDER	DEALER ID		PRODUCTION DATE

LABOR & PARTS
 JOB # 30CVZABS ABS Light
 CUSTOMER STATES ABS LIGHT IS ON IN DASH
 ALSO HAS THE BRAKE LIGHT ON IN THE DASH
 FOUND BHCJ TO BE BAD.
 CUSTOMER DECLINED WORK AT THIS TIME

MISC CODE DESCRIPTION
 JOB # 1 SS-RIV SHOP SUPPLIES, WASTE DISPOSAL

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$80.00 (+TAX)

TOTALS

UNDERSTANDING "APPOINTMENTS"
 When you call ahead for an appointment, the appointment time is not when the repairs will start, but rather the off time set aside for a Service Consultant to come, hear & understand your needs, review history, discuss finish times, provide estimate, etc.
 This allows the Service Consultant to focus on you, and not "The person behind you." In many cases, the appointment time and the repair start time are hours apart. We hope that by better understanding how "Appointments" work, we can better meet your automotive service needs.
THANK YOU :
 Steve * Dave * Justin * Larry * Gene

 CUSTOMER SIGNATURE

TOTAL LABOR: 70.00
 TOTAL PARTS: 0.00
 TOTAL: 70.00

INVOICE

119840

102627



SUBARU

INVOICE#

Larry H. Miller Oldsmobile Cadillac Subaru

DUPLICATE 1
PAGE 1

165 WEST 7200 SOUTH • 565-4200
MIDVALE, UTAH 84047

SERVICE ADVISOR:

ED BRANDON KEMPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI./EAGE IN/OUT	TAG	
	91	OLDSMOBILE BRAVADA	1G8011879P2216348	BASENO	20458/20458	126	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
5 JUL 1991			17100 208500		70.00	CASH	22 MAY 2000
R.O. OPENED	READY	CPTIONS:	ENG:4.3_Liter_[RE]_EAC				
2410 1185100	12114 1285100						

ONE DECIDE TECH TYPE HOURS LIST NET TOTAL

ABS LIGHT AND BRAKE LIGHTS ARE ON.
600 BRAKES

86 CSD	1.60				100.00	100.00
1 1254803 VALVE REM					1010.02	909.02
600 BLEED BRAKES						(N/C)
86 IPS	1.10					
ARTS: 909.02	LABOR: 100.00	OTHER: 0.00	TOTAL LINE A:			1009.02

PERFORMED SYSTEM CHECK #63, ECM MALFUNCTION. RE PLACED B.P.M.V. WITH C.O.U., REPLACED BRAKES FLUID IN ENTIRE SYSTEM, ADJUSTED REAR BRAKES.

** FLUID LEAKING FROM LEFT REAR AXLE.
700 SUSPENSION

86 CSD	1.50				89.50	89.50
1 22010792 SEAL, S/AX					6.46	6.46
1 26016661 GASKET					6.70	6.70
4 75-90 LUBE PINTS					1.55	5.60
120 REPLACE REAR DRUM BRAKE SHOES.						
86 CH	2.00				80.00	80.00
1 18009639 DRUM 6&L					51.51	51.51
ARTS: 70.37	LABOR: 169.50	OTHER: 0.00	TOTAL LINE B:			289.77

REPLACE L/REAR AXLE SEAL & BRAKE SHOES BOTH SIDE S LEFT REAR AXLE SHAFT AULTY AND CONTAMINATED BR AKE SHOES. REPLACED AXLE SEAL. REPLACED BRAKE S HOES BOTH SIDES, CLEANED BRAKE HARDWARE AND BAC KING PLATES.

EST: 1,067.24 118500 10:10 SA: 74

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 16.17

SUPPLIES: A token charge equivalent to 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items include: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, degreaser, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc., maximum charge \$30.00.
HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous material includes: Oils, gasoline, anti-freeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

LIMITED WARRANTY
12 months or 12,000 miles
whichever occurs first.

DISCLAIMER OF WARRANTIES
Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZARD. WASTE/MS.C. CHARGES	
TOTAL CHARGES	
CHARGE AMOUNT DUE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



INVOICE#

Larry H. Miller Oldsmobile Cadillac Subaru

DUPLICATE 1

165 WEST 7200 SOUTH • 565-4200

PAGE 2

MIDVALE, UTAH 84047

SERVICE ADVISOR:

50 BRANDON KEMPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	91	OLDSMOBILE BRANADA	1G10Y1072M7210948	845F01	10489/20458	126	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			12,000 20MAY00		70.00	CASH	22MAY2000
R.O. OPENED	READY	OPTIONS: ENG:4.3_Later_VBI_CPO					
0410 11MAY00	1214 22MAY00						
LINE	DESCRIPTION	TECH	TYPE	AMOUNT	NET	TOTAL	

THANK YOU FOR LETTING US BE OF SERVICE TO YOU
PLEASE COME SEE US AGAIN

LARRY H MILLER OLDSMOBILE * CADILLAC * SUBARU
DOING WHAT EVER IT TAKES TO MAKE YOU
A CUSTOMER FOR LIFE

Handwritten notes and signature

APPLIES: A token charge equivalent to 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items include: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc., maximum charge \$30.00.

HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous material includes: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

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12 months or 12,000 miles
whichever occurs first.

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DESCRIPTION	TOTALS
LABOR AMOUNT	249.50
PARTS AMOUNT	879.29
GAS, OIL, LUBE	0.00
SUBJECT AMOUNT	0.00
HAZARD. WASTE/MISC. CHARGES	14.17
TOTAL CHARGES	1144.96
CHARGE AMOUNT DUE	0.00
SALES TAX	70.00
PLEASE PAY THIS AMOUNT	1214.96