


Scout Back 1-14-03

 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Date Received 23-DEC-2002</p>	<p>Repository <input type="checkbox"/> Reference No. 10001380</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name: [REDACTED]</p>		<p>Daytime Telephone Number: [REDACTED]</p>	
<p>Address: [REDACTED]</p>		<p>E-mail Address: [REDACTED]</p>	
<p>City: VIENNA</p>	<p>State: OH</p>	<p>Zip Code: [REDACTED]</p>	<p>Evening Telephone Number: SAME</p>
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>			
<p>Signature of Owner: [REDACTED]</p>		<p>Date: 1/1</p>	
<p>VEHICLE INFORMATION</p>			
<p>17-Digit Vehicle Identification Number (located at bottom of windshield on driver's side) PLEASE PROVIDE: [REDACTED]</p>		<p>Make: CHEVROLET MALIBU</p>	<p>Model Year: 1999</p>
<p>Date Purchased: [REDACTED]</p>	<p>Dealer's Name and Telephone Number: [REDACTED]</p>		<p>Engine: No. Cylinders: 6 Fuel Type: REG. UNLEADED</p>
<p>Original Owner: <input checked="" type="checkbox"/></p>	<p>Dealer's City: VIENNA</p>	<p>State: OH Zip Code: 44173</p>	
<p>Transmission Type: AUTOMATIC Fuel Inj: FUEL INJ.</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain: 2.8 LITER V6 ENGINE FUEL INJ. AUTO.</p>	<p>Vehicle Component Code: 021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS Multiple Failure: SPRING ON L.S.F. PASSENGER SIDE</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Incident Date(s): 01-DEC-2002 Middle of Dec-02</p>	<p>Failure Mileage: APPROX. 46,000</p>	<p>Failure Speed: ?</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make: [REDACTED]</p>	<p>Tire Model (Name or Number): [REDACTED]</p>	<p>Tire Size (Example P215/65R15): [REDACTED]</p>	
<p>DOT No. (Example: DOTMALSABC036): [REDACTED]</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location: [REDACTED]</p>	
<p>Tire Component Code: [REDACTED]</p>		<p>Tire Failure Type: [REDACTED]</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make: [REDACTED]</p>	<p>Date Manufactured: [REDACTED]</p>	<p>Model No./Name: [REDACTED]</p>	
<p>Seat Type: [REDACTED]</p>		<p>Inspection System: [REDACTED]</p>	
<p>Child Seat Component Code: [REDACTED]</p>		<p>Failed Part: [REDACTED]</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>			
<p>Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured: [REDACTED]</p>	<p>Number of Deaths: [REDACTED]</p>
		<p>Reported to Police: N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>			
<p>CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING THE FRONT COIL SPRING STATED THAT WHILE DRIVING AND WITHOUT WARNING THE FRONT COIL SPRING SNAP ON THE PASSENGER SIDE CAUSE A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. TS I HONESTLY DON'T KNOW WHEN & HOW FRONT PASSENGER SIDE COIL SPRING BECAME. BECAUSE I DIDN'T HIT ANYTHING OR NO NOSE, & WHAT HAPPENED TO PART OF SPRING THAT BECAME ON THE MECHANIC AT PRIVATE GARAGE WHERE I HAD HIM CHECKING OUT BRAKES, BECAUSE MY WARRANTY HAD RUN OUT. & HE WAS THE ONE WHO DISCOVERED THE BROKEN SPRINGS. HE SAID I WAS VERY FORTUNATE THAT PIECE OF SPRING THAT BROKE OFF DIDN'T CATCH ON INSIDE OF TIRE THAT COULD HAVE CAUSED ACCIDENT.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

OUT ON HIGHWAY FOR SUPPLEMENTAL FOR REMAINING PART OF SPRING WAS
 LODGED NEAR WHEEL OVER

VEHICLE OWNER'S QUESTIONNAIRE



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

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
<http://www.nhtsa.dot.gov/ncqs>



POSTAGE WILL BE PAID BY MAIL, HWY. TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 7113 WASHINGTON, D.C.

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20580
Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



ATTACH ADDITIONAL SHEETS IF NECESSARY

I HAD GONE TO DEALER WHERE I HAD PURCHASED CAR & THEY SAID
MY WARRANTY HAD RUN OUT WHICH I KNEW AT THE TIME I SIGNED IT. AT SALE
DEALER WIFE & I HAD PURCHASED CAR HAD ME LEAVE BROKEN SPRING FOR
HIS AREA SALES REP. COULD SEE IT. A FEW DAYS LATER HE CALLED & TOLD ME
THEY COULDN'T DO ANYTHING FOR ME BECAUSE MY WARRANTY HAD RUN OUT. I TOLD
HIM I KNEW THAT WAS TRUE & THAT IS WHY I HAD REPAIR OF FRONT SPRINGS
DONE AT PRIVATE GARAGE. I WENT BACK TO PRIVATE REPAIR GARAGE & TOLD
THEM WHAT HAD HAPPENED & THEY SAID CAR DEALER WHERE I PURCHASED CAR
DIDN'T TREAT ME RIGHT ON FOLLOW UP

THE MORE CONCERNED ABOUT THIS HAPPENING TO SOMEONE ELSE CAR & THEY HAVE
LESS LUCKY THAN I IF AN ACCIDENT WOULD HAVE HAPPENED THANK YOU

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**