


 U.S. Department
of Transportation

 National Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY

Date Received

 Od_or _____
 rt_dt _____
 od_rt _____
 up_fr _____

Reference No.

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

 Name _____
 Street _____ Apt. No. _____
 City Glendale State AZ Zip Code _____

 OFFICE
DEFECTS INVESTIGATION

 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____

Date 11/11/02

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) <u>1GCDT19KXT8118691</u>		Make <u>Chevrolet</u>	Model <u>S-10</u>	Year <u>1996</u>		
Purchased Date <u>Feb 1998</u>	Dealer's Name <u>TOYOTA OF OGDEN</u>		Engine Size (CID/CYL) <u>4.3</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City <u>Riverdale</u>	State <u>AZ</u>	Zip Code <u>84401</u>	No. Cylinders <u>6</u> <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
Manufacture Date (on driver's door or pillar)	Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>RIGHT HEAD GASKET</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	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). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Right REAR HEAD GASKET (PASSENGER SIDE HEAD GASKET) LEAKING COOLANT
 ONTO EXHAUST MANIFOLD. STARTED LEAKING AT APPROXIMATELY 60,000
 MILES. LEAKS STARTED INTERMEDIATELY AND WAS HARD TO LOCATE ONCE
 FOUND BY A MECHANIC, Chevy was notified through personally & through a
 dealer (Low Grease / Peoria, AZ) Chevy was willing to only pay 50% of 1
 head to replace both (with discount) Chevy would charge \$700 and demands
 dealership costs. I talked with other cars, mechanics who would charge \$700
 for the entire engine & tune-up (with your Chevy discount). When I

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

explained that to Chevy, they got upset and WITHDREW THEIR OFFER. I searched the DOT WEBSITE and found similar problems with both the 4 & 6 Cylinder engines which shows a GASKET problem in Chevy 5-10's in 1996. Chevy refused to make a REASONABLE OFFER TO ASSIST. I ASKED THEM TO OFFER THE \$360 (50% OF ME) AT A GARAGE OF MY CHOICE, BUT THEY REFUSED THE OFFER UNLESS IT WAS WITH A CHEVY DEPARTMENT THAT CHARGES \$72/hr. CHEVY REF # 1-40059730.

REFER TO THE FOLLOWING BULLETINS FOR (PARTIAL LIST) FOR ENGINE GASKET PROBLEMS: # 000 10 / 135, # 00E 717361 (EXACT PROBLEM), # 00E 720291, # 00E 718163, # 00E 736178, 00E # 505563 (LAST ONE) 00E # 604741, 00E # 761130, 00E 718308, 00E # 740053, etc. I admit that I keep my vehicles in top tier condition and drive them easily. I feel that Chevy should have to replace the gaskets with a limit the cost to the owner. Constantly leaking at this time. Cost 700-1000 dollars. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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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

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