



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 100079

Date Received
2003 SEP 12 PM
22-AUG-2003

Repository
1-51
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10034374

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: KNOXVILLE State: TN Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number: [Redacted]

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: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GK05135521502884
Make: CHEVROLET Model: ENVOY Model Year: 2002
Date Purchased: 7-12-02 Dealer's Name and Telephone Number: Delmar Hayes Pontiac - GMC - Inc (865) 970-3600
Original Owner: [Redacted] Dealer's City: Alcoa State: TN Zip Code: 37701
Engine: No. of Cylinders: [Redacted] Fuel Type: [Redacted]
Transmission Type: automatic Antilock Brakes Cruise Control Powertrain: [Redacted]
Vehicle Component Code: 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD
Multiple Failures: [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-AUG-2003 Failure Mileage: 13,000 Failure Speed: 60 engine exploded

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOT14SABC036) Original Equipment After Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: Y

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).

WHILE DRIVING AT 60 MPH HEARD LOUD NOISE, AND FIVE SECOND LATER, NOTICED SMOKE AND FLAMES UNDER THE HOOD. DEALER HAS BEEN NOTIFIED. *AK

On June 3, 2003, I had a car accident in which I slid on wet pavement and went up a slight embankment, hitting a rock with the front end of the car. The car then flipped onto it's side. The car was towed to Knoxville Collision where it underwent a months of repairs. The car was given back to me and approx. 2 weeks later, on August 20, 2003, as I was driving on Interstate 40 the engine exploded. The car was again towed to Knoxville Collision. I met there with the Allstate

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
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.

adjuster who told me the explosion was due to the engine being deprived of oil during the June 3 accident. I feel that my life and the lives of others were put in danger by putting me back in this car.