



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received  
**2003 DEC 24**  
14-NOV-2003

Repository   
Reference No.  
**28**  
10047973

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City **MABELVALE** State **AR** Zip Code [Redacted]

Daytime Telephone Number [Redacted]  
E-mail Address  
**N/A**

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 [Redacted] Date **12/02/2003**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
**1GCCS19X2Y [Redacted]** Make **CHEVROLET** Model **S10** Model Year **1999**  
Date Purchased **12-27-2001** Dealer's Name and Telephone Number **CRAIN CHEVROLET SALES 5015625020** Engine: **V6** Fuel Type: **GAS**  
Original Owner  Dealer's City **LITTLE ROCK** State **AR** Zip Code **72209** No. Cylinders **6**  
Transmission Type **Auto**  Antilock Brakes  Cruise Control Powertrain Vehicle Component Code **220000 SEATS + "JUMP" DOOR-EXTNO.CAB**  
Multiple Failure: **3**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **April 2003** Failure Mileage **40000** Failure Speed **70mph**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM1ABBC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please specify to detail the incident(s), failure(s), crash(es), and injury(ies).)  
Crash  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths Reported to Police  
**N**

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 RECLINING THE DRIVER SIDE SEAT LEVER BROKE WITHOUT ANY FORCE BEING APPLIED. ALSO, PASSENGER'S SIDE LEVER BROKE ON A SEPARATE OCCASION. \*AK

(SEE BACK)

NOTE: NEW COMPLAINT INFO:

ALSO - NOV 24 2003 - HANDLE ON "JUMP" DOOR TO EXTENDED CAB BROKE, DOOR IS NOT OPERABLE, BEING IN CLOSED POSITION. IF ACCIDENT OCCURED, PASSENGER IN "JUMP" SEAT WOULD BE UNABLE TO EXIT EASILY. HANDLE IS MADE OF MOLDED PLASTIC & ATTACHES TO METAL MECHANISM (69,612,001) \*\*

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

The Privacy Act of 1974-Public Law 93-502 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.

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

SEAT MECHANISM (CAST ALUMINUM) BROKE WHILE ADJUSTING SEAT DURING DRIVING; THEREFORE WAS FORCED TO DRIVE APPROX. 30 MILES WITH SEAT IN INADEQUATE POSITION - UNSAFE - USED VEE GRIPS & AFTER MULTIPLE ATTEMPTS WAS ABLE TO POSITION SEAT IN SAFE YET IMMOVABLE POSITION. WITHIN 2 WEEKS PASSENGER SIDE BROKE IN SAME AREA. NO FORCE WAS USED IN EITHER INCIDENT - THEY SIMPLY BROKE DURING NORMAL USE. NOTE: NEITHER HAD BEEN USED OFTEN - DRIVERS SIDE MAYBE 10 TIMES, PASSENGER APPROXIMATELY 2 TIMES. COST TO REPAIR PER CRAIN CHEVY OLDS (DEALER CODE \* 238541) WAS \$186 EACH.

REG CARL (AT DIMENSION SERVICES 800-457-7708) CLAIMS ADJUSTER, THERE IS A TSB REPORT ON THESE HANDLES & GM SHOULD REPLACE MECHANISM AT NO COST - SEE ATTACHED (A) (CLAIM # L0302766)

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

**BUSINESS REPLY MAIL**  
FIRST CLASS 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, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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OR

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and dial toll free at

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**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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

(A)

Additional information:

Dec 4, 2003

RE: Seat Handle Mechanism

PER Carl at Dimension Services Corp

800-457-7703

Carl states in GM's own TSB Service Bulletin dated Sept 2001 #010850010 Specifically sites: "the screw is causing the breakage of the reclining shaft" due to fact the screw is too long & therefore causing the mechanism to overtighten & break off during normal use.

Again, I point out, this happened during driving on the driver's side. This was a very dangerous situation as the seat was "latched" automatically in reclining position. Had there been an accident, injury would have been inevitable due to improper seat belt position and/or air bag inflation.

Thus far, GM refuses to repair this AND they have NOT issued a recall, KNOWING there is a definite problem.