



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 100145

Date Received

Repository ☐

Reference No.
10049885

OWNER INFORMATION (Type or Print)

Name

Address

City WILMINGTON

State VT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO *already on file*
In the absence of an owner's signature, the name and address of the vehicle manufacturer.

Signature of Owner

Date 1/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

Make

GEO

Model

PRIZM

Model Year

1998

1Y1SK5468WZ4174154

Date Purchased

8/00

Dealer's Name and Telephone Number

Prodex

Dealer's City

Brattleboro

State

VT

Zip Code

05301

Engine:

No. Cylinders

4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Keene

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-NOV-2003

Failure Mileage

69000

Failure Speed

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: DOTM19ABC096)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

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).

AIR BAG SENSOR LIGHT STAYS ON. DEALER STATES WIRE HARNESS NEEDS TO BE REPLACED. *AK

My disabled son drives this car and now he is nervous (rightly so) because he knows the air bag isn't functioning. Because this is a mandated safety concern, my dealer said Chevrolet should pay for this harness replacement. I've been in touch with Customer Service at Chevy & They have refused my request.

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.

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

I have notified Consumer Union my family members, attorneys, etc. who are all aware of this situation. If there is an accident & someone gets injured because of the failure of the air bag, we will obviously sue GM for non-compliance in releasing unsafe Chevy-Silverado is bankrupt & a very concerned driver & parent

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



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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

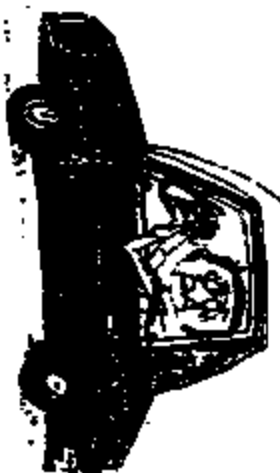
DASH2DOT

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.safercar.gov

[REDACTED]
Wilmington, Vt.
[REDACTED]

December 7, 2003

Mr. Kurt Ritter
Box 33170
Detroit, Mich. 48232

Dear Mr. Ritter:

I am an owner of a 1998 Chevy Prism VIN# 1Y1SK5488WZ417415. When I purchased the car I bought an extended warranty from a company called Smart Choice which I recently found out is now out of business. When I brought my car to be inspected for a new Vt. sticker, I was told it didn't pass inspection because the air bag light was on indicating that the device wasn't working. I had the GM dealer, Auto Mall, in Brattleboro, Vt. run it through a diagnosis and they found that harness system needs replacing which is about a \$500 repair. That's when I found out that I've been paying into an extended warranty company that doesn't exist and now that I need the coverage, I can't get it. My disabled son who is on SS Disability uses that car and he's a nervous wreck driving it knowing that either the air bag isn't working or it could deploy at any time. In addition, he can't get the car inspected because of the flashing light and Vt. police are notorious for stopping cars which don't have the appropriate sticker and giving large fines.

I've been in touch with a Stuart Laughlin in Chevy Customer Service and I have a file # a-164020826. Both the dealers who have been servicing my car and also the one who sold me the car and the ext. warranty say that GM should take care of this repair, not me, the customer. I've also been in touch with Consumer Reports and the Consumer Union and the National Highway Traffic Safety Administration to voice my loud complaint about the safety factor involved in this case. I am an aggressive consumer activist and extremely safety conscious and I think it's unconscionable that GM wouldn't address this vital safety item, an air bag which is a federally mandated item in a car, not something I chose to add to features.

Firstly, my disabled son is obviously unable to pay for this and doesn't even own a credit card and I certainly can't either as I work as a part-time

teacher. I am imploring you to please have GM, Chevy, take care of this necessary replacement so that my son and I can continue to enjoy using and riding in our Chevy Prism which we have liked so much. We both do a lot of driving so I hope you won't have to hear from any family members or attorneys if there's an accident resulting in injury caused by failure of the air bag to deploy. I am obviously on record with many official Departments and have cc'd this letter to my attorney as well. I hear these lawsuits can be very costly to auto manufacturers. Let's hope this situation gets taken care of in a timely manner so that I can get this car inspected and feel safe driving it. I hope I will hear back from you as soon as possible to take care of this situation.

Sincerely,

[REDACTED]

**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).**