


Add to 10055834

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		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 100184 Date Received: 2004 FEB 23 AM 10:31 Repository: <input type="checkbox"/> Reference No.: 10055834	
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
Address: [REDACTED]		City: LINWOOD		State: NJ	
City: LINWOOD		State: NJ		Zip Code: [REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorized signature or name or address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date: 2/11/04					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side PLEASE PROVIDE: 1GDDM19W3Y8513631		Make: GMC	Model: SAFARI	Model Year: 2000	
Date Purchased: 4-29-2000	Dealer's Name and Telephone Number: ASPLUNDH BORG GMC (609) 597-4700		Engine: V-6	Fuel Type: GAS	
Original Owner: <input checked="" type="checkbox"/>	Dealer's City: MANAHAUKIN	State: N.J.	Zip Code: 08050	No. Cylinders: 6	
Transmission Type: AUTO	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code: 160000 STRUCTURE		
	<input checked="" type="checkbox"/> Cruise Control		Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s): 12/20/2003	Failure Mileage: 37000	Failure Speed: NA	CAR WAS PARKED		
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: DOTMA9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: 0	Number of Deaths: 0	Reported to Police: NO	
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 THE CONSUMER WAS GRIPPING A DASH BOARD HANDLE TO PULL HERSELF UP, THE HANDLE CRUMBLLED INTO MANY PIECES. THE MANUFACTURER AND THE DEALER ARE AWARE OF THE PROBLEM. *NM (DEALER BECAME AWARE WHEN I ORDERED REPLACEMENT PART) PART NO GM157581 HNDL-ASSTI/PASS) SEE ATTACH. I HAVE THE BROKEN PIECES. PLEASE FORWARD INFORMATION AS TO WHERE I					
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.					

HOW I SHOULD SEND THEM OVER TO YOUR DEPARTMENT.

Part of copy of this report provided to OAD

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

- (1) MY WIFE & I ARE SENIORS SO THE HANDLE IS A VERY LITTLE IF ANY A BUSE THAT COULD CONTRIBUTE TO THE FAILURE.
- (2) WIFE IS 5'6" & 133 LBS.
- (3) FAILED AS SHE WAS MOVING UP TO EXIT CAR. - AT TIME OF FAILURE SHE FELL BACK INTO THE SEAT - NO INJURY.
- (4) THE SAFETY HAZARD IS AS FOLLOWS TO ENTER OR EXIT ON VAN 3 STEPS UP. "IF FAILURE TAKES PLACE WHILE ON STEPS ONE CAN BE INJURED FROM FALL ON PAVING."

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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 73175 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
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
http://www.safercar.gov

APPENDUM
2/16/04

① TODAY BENNETT'S CHEVY LAND
6721 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP
N.J. 08234

TEL (609) 641-2244

REMOVED THE (2) MOUNTING BOLTS
WITH ATTACHED PIECES OF THE
HANDLE (GM 15757561)

② THEY INSPECTED THE AIR BAG
COMPARTMENT AND THERE WAS
NO EVIDENCE OF ANY HANDEL MATERIAL

③ THE BOLTS ARE INCLUDED
WITH THE BALANCE OF
BROWN MATERIAL

④ NEW HANDEL INSTALLED



GM
QTY. 1
GM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

[REDACTED]
Linwood, NJ [REDACTED]

MAR - 1 2004

NVS-216 naj
Ref. No. 10055834

Dear [REDACTED]

The Office Of Defects Investigation (ODI) received your package on February 23, 2004. The package and a copy of your Vehicle Owner's Questionnaire have been provided to ODI's Defect Analyses Division (DAD) for their review.

We appreciate the updated report and the part you provided of your January 26, 2004, report. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to assist us in identifying potential safety defects to determine whether an investigation is warranted. DAD will be reviewing you report, the broken dashboard handle and database to determine if there is sufficient evidence to open a safety defect investigation.

We are enclosing a copy of our booklet that explains our investigative process. If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



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888-327-4236