



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 335

Date Received **2004 JUL -8** Repository

28-JAN-2004  
2004 JUL -8

Reference No.  
10058010

OFFICE OF INVESTIGATION

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CENTER OSSIPEE State: NH Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 2/19/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GCCT18W1V [REDACTED]  
Make: CHEVROLET Model: S10 Model Year: 1997  
Date Purchased: 12/23/03 Dealer's Name and Telephone Number: Crest Chevrolet, Inc. (603) 356-5401  
Engine: No. of Cylinders: Fuel Type: gasoline  
Original Owner:  Dealer's City: Pt. 302 North Conway State: N.H. Zip Code: 03860  
Transmission Type: Automatic  Antilock Brakes Powertrain: Vehicle Component Code: 063000 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM  
 Cruise Control Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 2/28/03  
Failure Mileage: 11464 + 117/04 Failure Speed:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/85R15)  
DOT No. (Example: DOTMALSABC036)  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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 2 Number of Deaths: 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).

VEHICLE WAS LETTING OFF EXHAUST FUMES INTO THE VEHICLE, WHICH PUT THE DRIVER AND THE PASSENGER TO SLEEP. DRIVER WAS AWAKENED BY A POLICE SIREN. CONSUMER SUFFERED CARBON MONOXIDE POISONING. ALSO, THE BRAKES FAILED WHILE BRAKING. BRAKE PEDAL WENT TO THE FLOOR. \*AK

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)

Here is a brief narrative of how my son and I were injured by getting Carbon monoxide poisoning from a defective vehicle purchased from Crest Chevrolet, Inc. in North Conway, N.H.

Please note: Before you read the attached typed narrative of how they caused injury to my son and me, please note the following major points:

(1) The dealership knowingly sold me a defective vehicle that had defective exhaust system and defective brake system. In addition they placed a passed (OK) Inspection Sticker on windshield anyways

(2) See copy of another Inspection Station report - Vehicle could not pass with the safety hazards ATTACH ADDITIONAL SHEETS IF NECESSARY

that Crest Chevrolet did not repair. (3) Vehicle can not be driven (4) I suffer from muscle + nerve damage due to Carbon monoxide poisoning.

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., E.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 75175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) & DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
http://www.nhtsa.dot.gov

Attachment to: U.S. Dept of Transportation.  
Wald Hwy Safety Rpt.  
Ref # 10056010

SUMMARY OF INCIDENT

Here is brief narrative of how my son and I were injured from a vehicle purchased from Crest Chevrolet, Inc. in North Conway, New Hampshire:

I purchased a used 1997 Chevy S-10 truck on 12/23/03 from Crest Chevrolet, Inc. My brother was with me when I went to pick up the vehicle on 12/23/03 and we both remarked to the salesman that the exhaust sounded very loud. The salesman said there was no problem because his dealership service dept. had inspected it and gave it a pass on the inspection sticker.

I used the truck to go to a meeting in Massachusetts that was a three hour drive each way on January 4, 2004. My son and I were exposed to six hours in the vehicle that day to carbon monoxide fumes from the vehicle. I was stopped by the local police on the way home because the fumes caused me to fall asleep and cross the divider in the center of the road. Thank goodness his siren helped me to come to enough to avoid the trees on the other side.

I took the vehicle back to the dealership on January 7 to complain about the defective exhaust system. On the way there, the brakes failed and almost killed me --- I down shifted to avoid hitting trees and slammed into the snow bank.

Once the vehicle was there at dealership service dept. they gave a list of all the defects on the exhaust system and the brake system. The Service Manager and the Sales Manager said they would cover all the repairs since I had just purchased it from them.

When I went back to get the vehicle on Friday January 9, 2004 they claimed they fixed the brakes and replaced brake rotors that were gone. They changed their report on the exhaust system and claimed that there was nothing wrong with it except it was loud.

Please see inspection report enclosed from another inspection station that failed the exhaust system and said it should not be driven. Therefore, the Crest Chevrolet people knowingly caused my son and I to suffer carbon monoxide poisoning.

There must be some agency that you can refer me to that can inspect the vehicle and fine this dealership or take his privilege to be an Official State Inspection Station away so that he does not continue to harm other consumers like my son and I were injured.

Report from another Inspection Station  
showing that the Exhaust System defective -  
and should  
Not be  
driven.

Crest Chevrolet  
also covered  
holes under  
driver's seat  
with carpet  
but  
Fumes  
come up  
under  
my seat!

**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).**