



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 APR 20 AM 9:06  
26-FEB-2004

Repository

Reference No.  
10058871

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LAKE ARIEL State: PA Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

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: 4/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 191X1448 [Redacted]  
Make: CHEVROLET Model: CAVALIER Model Year: 1994

Date Purchased: 02-DEC-04 Dealer's Name and Telephone Number: Sylvester Chevrolet  
Original Owner:  Dealer's City: Peckville PA Zip Code: [Redacted] Engine: 4 No. Cylinders: 4 Fuel Type: fuel inj.

Transmission Type: Auto Antilock Brakes:  Cruise Control:   
Powertrain: [Redacted] Vehicle Component Code: 022400 SUSPENSION; REAR; SHOCK ABSORBER  
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): July 03, Feb 04 Failure Mileage: 82,000, 99,000 Failure Speed: 40 mph  
Left Shock tower came off (July) 03  
Right Shock tower came loose (Feb) 04

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: DOTM19ABC036): [Redacted] Original Equipment:  Prior 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, failure, crash(es), and injury(ies).)

Crash:  Yes  No Firm:  Yes  No  
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER DROVE THE VEHICLE OVER A POT HOLE, AND IT FELT LIKE THE BOTTOM OF THE VEHICLE WAS ABOUT TO COME APART. CONSUMER SMELLED GAS, AND VEHICLE WAS TOWED TO A MECHANIC, AND HE REPLACED THE SHOCK TOWERS ON THE RIGHT SIDE. THREE WEEKS LATER, CONSUMER FELT SOMETHING DRAGGING. TOOK BACK VEHICLE TO MECHANIC, WHO REPLACED THE SHOCK TOWERS ON THE LEFT SIDE. \*AK  
I was told I'd better start looking for a new car. He couldn't guarantee it would last longer than a few months. This incident took place this winter. The first incident took place in July-03 about 6 moe

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)

That is when I hit the pothole and the shock tower came apart. my auto had to be towed from my mechanic's garage to a body repair garage. I was very frightened. I feel very strongly that I could have been in a real disaster. I notified GM and I got NO satisfaction. I am enclosing repair bills.

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 IND. 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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DOT Auto Safety Hotline (DASH) 2 DOT



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National Highway Traffic Safety Administration  
www.safercar.gov

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PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).