



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-DDT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

Repository ☐

2004 APR -1 12: 21
12-MAR-2004

Reference No.
10063061

OWNER INFORMATION (Type or Print)

Name

Address

City LA VERGNE

State TN

Zip Code 37086

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized representative, please provide the name or address to the vehicle manufacturer.
Signature of Owner Date 03/12/04

VEHICLE INFORMATION

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

Make

CHEVROLET

Model

IMPALA

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

ALEXANDER CHEVROLET

Engine:

No. Cylinders 6

Fuel Type:

UNLEADED

Original Owner

Dealer's City

MURFREESBORO

State

TN

Zip Code

37129

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-MAR-2004

Failure Mileage
40000

Failure Speed
45

AIRBAGS FAILED TO DEPLOY

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: DOTM19ABC036)

☐ 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

Number of Deaths

Reported to Police

2

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).

AFTER A 46 MPH FRONTAL COLLISION FRONT AIR BAGS DID NOT DEPLOY. TWO PEOPLE WERE INJURED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK SEE BACK CHEVROLET

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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)

TRAVELING 45 MPH DOWN HWYWAY, FORD RANGER PICK UP TRUCK FAILED TO STOP AND DROVE IN FRONT OF US. MY WIFE WAS DRIVING AND APPLIED BRAKES AND CUT THE WHEEL TO THE LEFT TRYING TO AVOID IMPACT, RIGHT WAS NOT AN OPTION BECAUSE OF TRAFFIC. THE FIRST IMPACT WAS THE RIGHT FRONT AND QUARTER PANEL TO THE LEFT FRONT AND QUARTER PANEL OF THE RANGER. THE FORCE OF THE IMPACT SPUN THE RANGER PICK UP AROUND AND THE LEFT REAR OF THE RANGER HIT THE RIGHT REAR OF OUR IMPALA. WE CONTINUED FORWARD WITH OUR MOMENTUM AND DROVE INTO THE MEDIAN WHICH WAS A DITCH THAT DIVIDED THE HWYWAY. WE JUMPED OUT OVER THE DITCH AND IMPACTED INTO THE EMBANKMENT ON THE OPPOSITE SIDE OF THE ROAD. THE CAR WAS WEDGED IN THE AIR ALONG THE DITCH AND HAD TO BE SUPPORTED BEFORE MY WIFE COULD BE REMOVED FROM THE DRIVER SIDE. THE GRILL WAS SMASHED OUT, RADIATOR BENT AND MOST OF FRONT END CRUMPLED.

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



ALWAYS



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

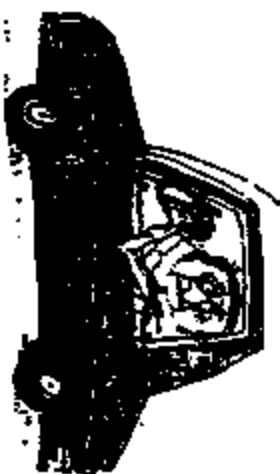
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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