



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

03-MAY-2004

Repository

Reference No.
10071969

OWNER INFORMATION (Type or Print)

Name

Address

City

LANCASTER

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an
Signature of Owner

the manufacturer of your vehicle? YES NO
to your name or address to the vehicle manufacturer.

Date 5/17/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number

1GCCS14X2

Make

CHEVROLET

Model

S10

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

STAR CHEVROLET 717-859-7700

Engine: 4.3L

No. Cylinders

6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

136120 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:WINDSHIELD:H

Multiple Failure: 3

HEATER CORE

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-MAY-2004

Failure Mileage

15478

Failure Speed

HEATER CORE DEFECTIVE

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: DOTM1A9ABC036)

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

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).

DEALER REPLACE THE HEATER CORE AT 15,478 MILES AND 18,611 MILES AT DEALERSHIP EXPENSE. HOWEVER, ONCE AGAIN THE HEATER CORE FAILED, AND NEEDED TO BE REPLACED AT CONSUMER'S EXPENSE. VEHICLE HAD ONLY 32,000 MILES. *AK

HEATER CORE REPLACED AT DEALERSHIP
EXPENSE AT 32,000 MILES, ALSO.

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)

THIS VEHICLE HAS DEFECTIVE HEATER CORE!!
IT IS ONLY 5 YEARS OLD & HAS HAD
3 HEATER CORES PUT IN IT WITH ONLY 32,000
MILES ON ODOMETER.

AT 4,300 MILES IT ALSO HAD LEAKING WATER
PUMP GASKET, REPLACED AT DEALER COST

AT 4,300 MILES HAD LEAKING PINION GASKET (REAR)
REPLACED AT DEALER COST

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
ON

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/ohv>

**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).**