



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

Date Received

Od. or _____
rt. dt. _____
od. rt. _____
up. ltr. _____

2004 JUL 19 PM 8:17

Reference No.

10083411

OWNER INFORMATION (Type or Print)

Name

Apt. No.

Daytime Telephone Number

City

State

Zip

MONTGOMERY

TX

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

Date 6/28/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)

(Located at bottom of windshield on driver's side)

Make

CHEV

Model

ASTRO VAN

Year

2000

1GNEL19W1YB

ASTRO VAN

Purchased Date

12/1999

Dealer's Name

FREDE CHEVROLET

Engine Size (CID/CC/L)

6

Turbo
 Diesel
 Gas
 Fuel Injection

Dealer's City

WEBSTER/HOUSTON

State

TX

Zip Code

Manufacture Date (on driver's door or pillar)

11/99

Transmission Type

Manual

Automatic

Restraint System

Driver's Air Bag

Motorist

Passenger's Air Bag

2-Point Belt

3-Point Belt

Cruise Control

Yes

No

Drivetrain

Front

Rear

4-Wheel

Vehicle Type

Car

Sport Utility

Van

Truck

Minivan

Motorcycle

Other

Body Style

2-Door

4-Door

Stationwagon

Pick Up Truck

Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Left

Right

Front

Rear

Failed Part(s)

Original

Replacement

Handicap Adaptive Equip

Yes

No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

MICHELIN

Tire Name

SYMMETRY

Complete Tire Size

P215 75R15 100S

DOT No.

HNBB EE3X 1204

No. of Failures

Date(s) of Failure(s)

6-12-04

Mileage at Failure(s)

18380

Vehicle Speed at Failure(s)

55

Failed Part(s) Available?

Yes

No

NHTSA Previously Contacted?

Yes

No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

N/A

Number of Fatalities

N/A

Reported to Manufacturer

Yes No

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

WHILE TRAVELING SOUTH FROM COURSE, TX TO THE WOODLANDS, TX ON I-45, CAR STARTED TO PULL TO RIGHT. I WAS CROSSING THE SAN JACINTO RIVER BRIDGE WHEN THIS STARTED TO HAPPEN. TRIED TO TRAVEL APPROXIMATELY ONE MILE TO THE NEXT EXIT BUT TIRE BLEW OUT. STOPPED ON SHOULDER OF I-45. OUTSIDE SHOULDER OF TIRE SHREDDED - 500 ENCLOSED PICTURE NO NAILS OR OTHER INDICATIONS OF A PUNCTURE. AAA CHANGED TIRE TO SPARE. NTA STORE 7438 ON I-45 NORTH IN COURSE, TX SAID I COULD NOT HAVE THE DEFECTIVE TIRE.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-365-7882

THEY SAID THEY HAD TO SEND IT TO THE MANUFACTURER. I HAVE NO REASON TO DOUBT THIS SINCE I HAD TALKED TO MICHELIN'S CUSTOMER REPRESENTATIVE ABOUT THE BLOW OUT. JUST WANTED TO MAKE THIS A MATTER OF RECORD SINCE I HAVE 3 MORE TIRES, WITH SAME DAMAGES STILL ON THIS VEHICLE. RIGHT FRONT TIRE WAS THE BLOW OUT TIRE. SHREDDING OF SIDEWALL OF TIRE IS MY CONCERN! I'VE ONLY BEEN TREATED WITH SUCH URGENCY BEFORE, BY A TIRE DEALER AND THAT WAS BECAUSE THEY BROKE A LUG BOLT AND LEFT NUTS UN-TIGHTENED. I DO NOT CONSIDER THIS A NORMAL BLOWOUT OCCURANCE.

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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

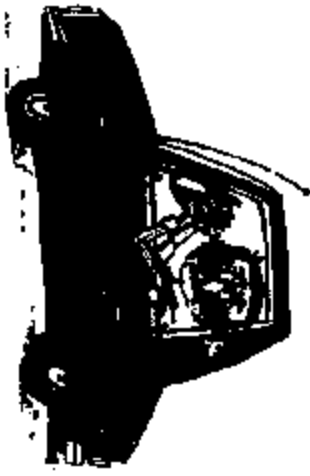
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