



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/ixline

FOR AGENCY USE ONLY 100079

Date Received

2004 SEP -8 AM
02-AUG-2004

Repository ☐

Reference No.
10084031

OWNER INFORMATION (Type or Print)

Name

Address

City

DECATUR

State

GA

Zip Code

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 signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/22/04

VEHICLE INFORMATION

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

2G1WL62MKV9

Make

CHEVROLET

Model

LUMINA

Model Year

1997

Date Purchased

6-97

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐ NO

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-AUG-2004

Failure Mileage

Failure Speed

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: DOTM19ABC038)

☐ 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), 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).

DEALERSHIP REPLACED TWICE THE INTAKE MANIFOLD THAT WAS LEAKING COOLANT INSIDE THE ENGINE. ALSO, TIRES SHOWED SIGNS OF EXCESSIVE WEAR EVERY 3000 TO 4000 MILES. DEALER HAD FRONT AND REAR SUSPENSION ALIGNED. THE TIRES WERE ROTATED, BUT EXCESSIVE WEAR STILL PERSISTED. IN ADDITION, THERE WAS A BRAKE PROBLEM. *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)

NUMEROUS PROBLEMS - INTAKE MANIFOLD + OIL PUMP FIXED TWICE!
BRAKES FIXED NUMEROUS TIMES - WHEN DAMP OR WET SQUEAL & GRIND - PULL LOGS DARK
PNEUMATIC - DEALER STATES CANNOT FIX - ALL SIMILAR VEHICLES HAVE SAME Y.A.B.I.E.H -
SHIMS IN CORRELATIONMENT - DESTROYED 2 SETS OF TIRES BEFORE FIXED -
OIL PAN LEAKED - INVOICE STATES DEFECTIVE GASKET - OWNER PAID FOR REPAIR
WATER PUMP LEAKED FROM BEGINNING - OWNER PAID. CREEPING LIGHT KEPT COMING ON
COULD NOT PASS EPA TEST - FINALLY FIXED - BAD OXYGEN SENSOR -
BATTERY REPLACED THREE TIMES DEALER STATES DEFECTIVE AIR LEAKED - NO DISCOUNT
INVOICE STATE REIMBURSE CUSTOMER - NO ACTION -
VEHICLE HAS 39,600 MILES - ALL ITEMS MAY NOT SAFETY DEFECTS - BUT COULD
BECOME SO IF YOU BREAK DOWN ON HARTSMAN WAY IN HEAVY TRAFFIC

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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 MAIL - 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**

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

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
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My driver's license and registration