



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 241

Date Received

2004 NOV
30-SEP-2004

Repository ☐

PH 12-06
Reference No.
10094762

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **WAUWATOSA** State **WI** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 **10/18/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) **1GNDX03E1V0** Make **CHEVROLET** Model **VENTURE** Model Year **1997**

Date Purchased **1997** Dealer's Name and Telephone Number **HOLZ MOTORS 1-800-657-0336** Engine: No. Cylinders **8** Fuel Type: **Gas**

Original Owner ☒ Dealer's City **5961 S. 108th PLACE** (Holds Carriers) State **WI** Zip Code **53130**

Transmission Type ☒ Automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **114200 ELECTRICAL SYSTEM; WIRING; INTERIOR/UNDER DASH**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **24-SEP-2004** Failure Mileage **340000**
62,000 Failure Speed **DNA**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/66R16) [REDACTED]
DOT No. (Example: DOTM189ABC036) ☐ 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(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☒ Yes ☐ No Number of Persons Injured **0** Number of Deaths **0** Reported to Police **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 STARTING THE VEHICLE IN DRIVEWAY A BURNT ODOR WAS SMELLED FOLLOWED BY BLACK SMOKE. WITHIN A FEW MINUTES THE VEHICLE CAUGHT ON FIRE FROM UNDER THE DASHBOARD. LOCAL FIRE DEPARTMENT ARRIVED TO EXTINGUISH THE FIRE. *AK

The Black smoke came gushing out by the air bag. Soon after the dashboard exploded in flames. I at first extinguished the fire w/my garden hose while calling 911. After 30 seconds it reignited starting the whole interior in flames. An explosion followed blowing out all the windows. By the time the fire dept arrived the car was engulfed in flames as well as a nearby tree. The car was a total loss.

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.