



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 108222

Date Received: 2005 Jan 25 11:52  
28-OCT-2004  
Repository   
Reference No. 10098941

OWNER INFORMATION (Type or Print)

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: RIVERSIDE State: CA Zip Code: \_\_\_\_\_  
Daytime Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Evening Telephone Number: Same N/A

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a general release, NHTSA will not provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: 10/24

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: \_\_\_\_\_ Make: Chevy Model: PRIZM Model Year: 1998  
Date Purchased: 10/99 Dealer's Name and Telephone Number: Hertz Car Sales Engine: No. Cylinders: \_\_\_\_\_ Fuel Type: Gas  
Original Owner:  Dealer's City: Riverside State: CA Zip Code: \_\_\_\_\_  
Transmission Type: AUTOMATIC  Antilock Brakes Powertrain: \_\_\_\_\_ Vehicle Component Code: 162310 STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS  
 Cruise Control Multiple Failure: 1 6 Door handles

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 16-OCT-2002 Failure Mileage: 96200 Failure Speed: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/85R15): \_\_\_\_\_  
DOT No. (Example: DOTM1A8BC036)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Name: \_\_\_\_\_ 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: 0 Number of Deaths: 0 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).

ALL OF THE HANDLES INSIDE THE VEHICLE DO NOT WORK. NO ONE CAN EXIT THE VEHICLE. CURRENTLY, THE PASSENGER'S SIDE HANDLES DO NOT WORK, AND ONE CANNOT OPEN THE VEHICLE FROM THE OUTSIDE. \*AK

Approx. 2 years ago my door handles started to break, one by one. First one was the drivers, next one was drivers side back door. Next was passenger backdoor, and finally the passenger front door. Then the passenger (front door) →

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)

outside handle broke. Out of a total of (8) handles on car, only 3 are in working order. I tried to call when I think 3 handles were broken. And I was told I need to take my car for a diagnosis to see why they are breaking - period. Well to take my car in would cost me \$1000 I absolutely do not have. (If I had \$ I would buy handles). So I continued driving car with broken handles - Now All are gone!! My car is a "death trap" anyone driving with me, including my children are in jeck of their lives. If I do not get the dealer to fix handles, I will call DOT on your side.

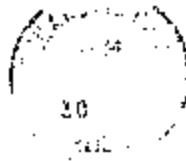
ATTACH ADDITIONAL SHEETS IF NECESSARY

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-218  
400 7th Street, SW  
Washington, DC 20590



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OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

**TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON**

**DASH2DOT**

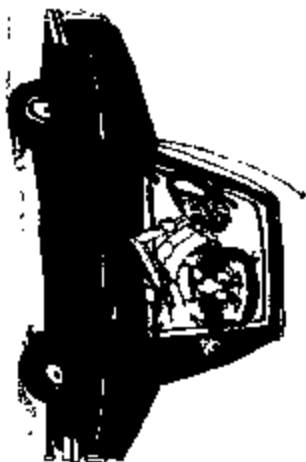
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