



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

205 JUN 20 AM 8:52  
06-MAY-2005

Repository ☐

Reference No.  
10120130

OWNER INFORMATION (Type or Print)

Name   
Address   
City ST JOHN State MO Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of your signature, please provide your name or address to the vehicle manufacturer.  
Signature of  Date 5/30/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side  
2G1WL5T5M5   
Make CHEVROLET Model HUMANA Model Year 1991  
Date Purchased 12-APR-03 Dealer's Name and Telephone Number DON BIRRETTIER 314-739-5465  
Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner ☐ Dealer's City MARYLAND HEIGHTS State MO Zip Code 63043  
Transmission Type ☐ Antilock Brakes Powertrain FRONT WHEEL DRIVE  
MANUAL ☒ Cruise Control Vehicle Component Code 161000 STRUCTURE:FRAME AND MEMBERS  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-APR-2005 Failure Mileage 17000 Failure Speed 10  
Failure Description:

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: DOTM19ABC036) ☐ 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 (1) 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).

DT: CONSUMER HAS A PRINTOUT OF THE NHTSA RECALL SHEET AND WAS NOT NOTIFIED OF A RECALL. THE BACK ENGINE CRADLE RETAINERS CAME OFF THE BOLTS. CONSUMER WAS DRIVING WHEN THIS HAPPENED AND ALMOST HAD A HEAD ON COLLISION AS A RESULT OF THIS FAILURE. HAVE BEEN IN CONTACT WITH GM AND THEY TOLD CONSUMER THAT THEY WERE NOT AWARE OF A RECALL. CONSUMER WAS TOLD AFTER PROVIDING THE VIN, THAT THERE WERE NO RECALL THAT CAME UP ON THEIR SCREEN. TOOK CAR TO THE DEALER, AND THEY TOLD THE CONSUMER THAT THEY WOULD NOT COVER IT. NO INDICATION OF A PROBLEM. THE CAR IS SITTING AT A GM/CHEVROLET DEALER RIGHT NOW. THEY TOLD CONSUMER THAT THEY WOULD NOT HONOR THE RECALL, BUT TURNED AND OFFERED A \$1,000.00 CASH OR TOWARDS ANOTHER VEHICLE. YESTERDAY, ONE OF THE SALES PEOPLE FROM THE DEALERSHIP CALLED AND OFFERED TO SALE CONSUMER ANOTHER VEHICLE. THE DEALER TOLD THE CONSUMER THAT THEY WOULD NOT COVER THE REPAIRS ON THE VEHICLE BECAUSE IT WAS NOT THE BOLTS IN THE REAR ENGINE CRADLE, IT IS THE RETAINERS THAT CAUSED THE 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.