



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 100148

Date Received

26-JUL-2005

Repository ☐

Reference No.
10130090

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MADISON State WI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address
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 a signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 8/10/05

VEHICLE INFORMATION

1/ digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1JC524427 [REDACTED] Make CHEVROLET Model CAVALIER Model Year 2002
Date Purchased Dealer's Name and Telephone Number GORDIE BOUCHER LINCOLN MERCURY DAEWOO 608-246-7800 Engine: No: Cylinders Fuel Type: Gas
Original Owner ☐ Dealer's City MADISON State WI Zip Code 53718
Transmission Type ☐ Antilock Brakes Powertrain Vehicle Component Code
AUTOMATIC ☐ Cruise Control FRONT WHEEL DRIVE 114200 ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-JUN-2005 Failure Mileage 61000 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: DOTM19ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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), 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 COMPLAINED THAT 2002, CHEVROLET CAVALIER HAD A DASH CLUSTER PROBLEM. DASH CLUSTER HAD TO BE REPAIRED, AND CONSUMER COULD NOT TELL EVEN HOW MUCH GAS SHE HAD. CONSUMER WANTED SATISFACTION AND THE TRUTH ABOUT THE VEHICLE. CONSUMER TOOK THE VEHICLE TO DEALER AND HAD IT REPAIRED. CONSUMER SAID THAT INDIVIDUAL CA-HANGING THE OIL TOLD HER THAT CAR WAS TOO NEW TO HAVE THIS PROBLEMS. ALSO, THERE WAS AN OXYGEN SENSOR PROBLEM. CONSUMER HAD A NEW ONE PUT IN. CONSUMER NOTICED THAT THERE WAS SOMETHING WRONG BEFORE THE CAR WAS DIAGNOSED AND THE GAS LEVER WAS WORKING. SHE DIDN'T KNOW IF SHE CONTACTED GM OR NOT. SHE CONTACTED A DEALER. *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 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)

I know that I said no at first when you all ask me
if I want the NHTSA to give a copy of this report
to the dealer but I have a change of mind because so much
serious work has been done on the vehicle when nothing in
the first place should not have went wrong with this car
because of the year make and model this car is still considered
new and the kind of work did on it. It should not have went bad

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U.S. Department
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National Highway
Traffic Safety
Administration

400 7th St., S.W.
Washington, D.C. 20590

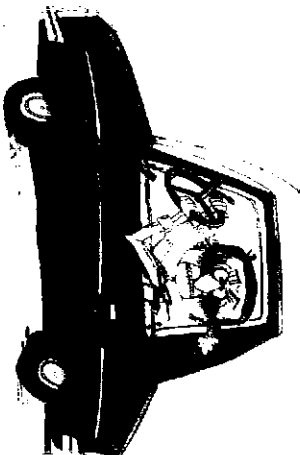
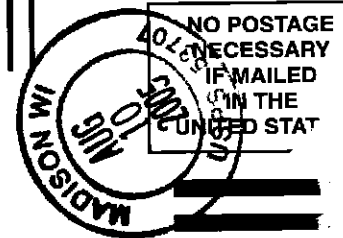
Business
Private Use \$300

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-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**ICL
ER'S**

Customer#: 653338
Customer Name: [REDACTED]

369136

275FHA

RO Number: 365830

Open Date: 06/06/05 Mileage: 1 Service Logon: THOR-R
Close Date: 06/06/05 SA Number: 6 Cashier: jenna

Line Code: A Comeback: N Booker ID: 926

Complaint: CHECK AND ESTIMATE FOR THE DASH CLUSTER IS INOP, NONE OF THE GAUGES WORK, HAPPENED SINCE O2 SENSOR WAS REPLACED.

Labor Type: CPC Technician Number: 312
Op Code: N9995 Comeback RO Number:

Description: INSTALLED SCANNER - NO COMMUNICATION WITH INSTRUMENT CLUSTER - CLUSTER WOULD NEED TO BE SENT OUT FOR REPAIR -
NO REPAIRS DONE AT THIS TIME

Labor\$: 42.50
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 926
Complaint: GET CORRECT MILEAGE WHEN DASH IS RESTORED.

Labor Type: CPC Technician Number: 31
Op Code: 0001 Comeback RO Number:

Description: MISC

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).