



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

Repository ☐

01-FEB-2007

Reference No.

10181328

OWNER INFORMATION (Type or Print)

Name

Address

City

RINGOLD

State

GA

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

2G1WY15K229

Make

CHEVROLET

Model

MONTE CARLO

Model Year

2002

Date Purchased
20-OCT-01

Dealer's Name and Telephone Number
DAYS CHEVROLET

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

ACWORTH

State

GA

Zip Code

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-JAN-2007

Failure Mileage

60000

Failure Speed

40

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

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).

TL*- THE CONTACT STATED THAT WHILE DRIVING THE 2002 CHEVROLET MONTE CARLO SS COUPE AT 40 MPH, SHE TURNED THE SEAT WARMER ON AND THE SEAT GOT HOTTER THAN USUAL VERY QUICKLY. THE CONTACT TURNED THE SEAT WARMER OFF, THEN PULLED TO THE SIDE OF THE ROAD, AND NOTICED A BLACK MELTED SPOT ON THE LOWER BACK OF THE DRIVER'S SEAT. THE VEHICLE WAS THEN DRIVEN HOME. *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)

On a very cold morning I drove my car around 5 miles to meet my school bus driver for our morning run for the County as I am a bus monitor on a special - Ed School bus. When she drove me back to pick up my car, I got in my car & started the car and turned on my seat warmer, I drove out of the parking lot up a hill onto the main road or highway. I noticed the seat was getting warmer than usual I started burning my back through my clothes & coat so I turned it off and got to where I could pull off the road. When I turned it off it smelled like it was burning. I got out & looked and my seat had a spot on it black & melted

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

CHATTANOOGA
TN 374 1 L
23 FEB 2007 PM

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



II

I had only gotten somewhere around a quarter of a mile when I had to pull over, the seat was really getting hot and was burning my back and was smelling like something burning. I was afraid my car would catch on fire. I feel it is a defect in the seat warmer because I had a wire fixed on it once before. I'm sending you a copy of where I had it worked on before. But, this last time my seat got so hot it was about to burn because when I pulled over and got out and looked there was a black melted spot on the back of my seat. When I got home I called a Chevy dealer close to my home from Chattanooga, Tennessee and they said it was no longer under warranty. I didn't call the dealer where I bought the car because they are around 75 miles from my home. They are in Acworth, Ga. I really think the Chevrolet dealer or Manufacturer ought to be responsible for repairing it, because it was a safety issue, it could have been worse, I could have been burned before I could pull over and stop my car.

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).