



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 ☐

28-AUG-2007  
PM 12:16

Reference No.  
10201008

### OWNER INFORMATION (Type or Print)

Name

Address

City

MONCKS CORNER

State

SC

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 authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 9/7/07

### VEHICLE INFORMATION

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

2GCEK19R9V1

Make

CHEVROLET

Model

CHEVROLET TRUCK

Model Year

1997

Date Purchased

01-JUL-01

Dealer's Name and Telephone Number

N/A

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐ N/A

Dealer's City

N/A

State

N/A

Zip Code

N/A

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

162300 STRUCTURE: BODY: DOOR

Multiple Failure: 3

DRIVER SIDE + PASSENGER  
INSIDE 3 OUTSIDE 2

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-JUL-2007

Failure Mileage

191000

Failure Speed

0

BOTH INSIDE AND OUTSIDE DOOR HANDLES AS  
WELL DRIVER SIDE/PASSENGER SIDE  
2 FAILURES ON BOTH ID + OD 3 FAILURES PS ID + OD

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

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:

N/A

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).

TL\*THE CONTACT OWNS A 1997 CHEVROLET Z71. THE CONTACT STATED THAT THE INTERIOR DRIVER SIDE DOOR HANDLE DETACHED WHEN HE EXITED THE VEHICLE. THIS FAILURE HAS OCCURRED THREE TIMES. HE HAD TO ROLL DOWN THE WINDOW AND OPEN THE DOOR FROM THE OUTSIDE TO EXIT THE VEHICLE. HE HAS NOT NOTIFIED THE DEALER BECAUSE THE VEHICLE WAS PURCHASED FROM A PRIVATE OWNER. THE VIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 191,500 AND FAILURE MILEAGE WAS 191,000.

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 have had to personally replace the driver side door handles, inside and out, they usually go about the same time, from breakage, in total of 3 times on driver side, in/out.  
I have also had to replace passenger side door handles outside and inside! Could you make these handle out of a more suitable and longer lasting material.  
This could be a life threatening failure in the event of a rol-over or crash into a body of water!

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

CHARLESTON SC 294

10 SEP 2007 PM 1

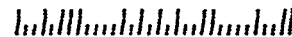
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

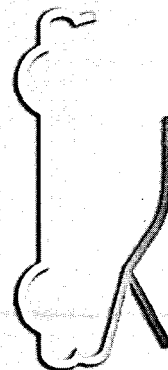
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210  
400 7th Street, SW  
Washington, DC 20590



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**

**nhtsa**  
www.nhtsa.dot.gov  
people saving people

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

**safercar.gov**