



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire 2007
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
DEC 12 AM 10:30

Repository ☐

12-OCT-2007

Reference No.
10205503

OWNER INFORMATION (Type or Print)

Name

Address

City

HAMILTON SQUARE

State

NJ

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1/07 ☒ YES ☐ NO

VEHICLE INFORMATION

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

1Y1SK528XYZ

Make

CHEVROLET

Model

PRIZM

Model Year

2000

Date Purchased

7-28-2004

Dealer's Name and Telephone Number

New Jersey Auto Sales 888-291-5615

Engine

No: Cylinders 4

Fuel Type

Gas

Original Owner

☐

Dealer's City

Riverside

State

NJ

Zip Code

08075

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-OCT-2004

Failure Mileage

74000

Failure Speed

0

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 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 2000 CHEVROLET PRIZM. THE VEHICLE BEGAN BURNING A QUART OF OIL PER MONTH AND CURRENTLY USES THREE QUARTS OF OIL PER WEEK. WHEN DIAGNOSTIC TESTS WERE INITIALLY PERFORMED, THE RESULTS INDICATED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE LINES WERE TESTED AND THE RESULTS INDICATED THAT THERE WERE NO LEAKS AND THE PRESSURE WAS NORMAL. CURRENTLY, A MECHANIC HAS CONCLUDED THAT THE OIL RING IN THE ENGINE NEEDS TO BE REPLACED, WHICH WOULD COST \$2,000 - \$3,000. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 104,000 AND FAILURE MILEAGE WAS 74,000.

Please see attached papers for more information

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.

Federal Case #: [REDACTED]

Make: Chevrolet

Model: Prizm

Year: 2000

Type: 4Dr

Engine: 1.8L (I think), 4 cylinder

Vin #: 1Y1SK528XYZ [REDACTED]

Current Mileage: ~105,500

Problem Mileage: ~74,000

Date Purchased: July 28, 2004

Date of Problem Origin: October, 2004

Chevrolet Service Request #: 71-564327409

Chevrolet Customer Service Rep: [REDACTED]

866-790-5600

Ext 32330

Issue: Upon getting the oil changed for the first time since purchasing the vehicle, I was informed that the oil was slightly low, but nothing to be worried about. I began checking it once every other week, topping it off if it seemed to dip more than a half a quart – which I had to do a few times between oil changes at first.

The problem grew steadily worse, and when I found myself replacing more than a quart a month, the car was taken in for repairs (American Tire and Auto). The computer could find no issues even remotely related to the oil loss, and so I was given the car back without answers.

The car was taken into American Tire & Auto due to the “Check Engine” light being on and tire service at a somewhat later date. They weren’t sure why the Check Engine light was on, but thought that it might be the O2 Sensor. For a month or two after that replacement, the Check Engine light did not go on at all. The receipt for this repair, done in June of 2006 (when the oil loss became a large problem) is included, though the car had been brought in many times before this point, and was checked out for free during oil changes.

When the car began draining about two quarts a month (November of 2006), I again brought the car in for repairs, this time to a different mechanic (J&B Automotive, another mechanic that had previously checked my car out for free on multiple occasions, as a favor to my father). They also said that they couldn’t find anything wrong with the oil system itself, but that they took a look at the engine and found that the valves were pitted – probably due to accidentally driving without enough oil in the engine – considering it was getting far more difficult to maintain a healthy level of oil, due to the randomness and inconsistency of the oil loss. The cost to repair/replace the valves was a little over \$2000.00. This was paid, and the repairs were made, hoping that the problem was fixed. The receipt is attached for this repair, as well.

The car continued to go through oil, most noticeably during high-speed driving (at or above 55 mph). The problem grew even worse, taking a quart a week. Again the car was brought in multiple times during oil changes, but again, no cause could be found. Oil was continually being put into the car.

At this date, the car goes through about 2-3 quarts per week (October, 2007), depending on the amount of driving. It is now almost impossible to determine just how low the car’s oil is during long drives. The car’s oil needs to be checked more often than it needs gas. I’m very cautious when taking the car on long drives, and will check the oil frequently, but I’m finding now that it often isn’t enough to stop at EVERY rest stop on the way from Trenton to Lancaster, PA (there are two on the way there, and two on the way back). I never know when the oil level will drop rapidly any longer. Damage IS being done to the engine now, as the last mechanic we took the car to said that the catalytic converter is calling for service (receipt attached).

This issue is not just a financial issue, though it is most definitely a financial headache. It is a safety issue as well. Damage being done to the engine could render it dangerous to drive (overheating from lack of oil, grinding from lack of oil, etc.), and I would be oblivious until my life was put at risk.

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).