



U.S. Department
of Transportation

2008 JAN 6 PM 2:48
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

12-DEC-2008

Repository ☐

Reference No.
10251580

OWNER INFORMATION (Type or Print)

Name

Address

City

FORT WAYNE

State

IN

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 ☐ WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/16/08

VEHICLE INFORMATION

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

KL1TD62655

Make

CHEVROLET

Model

AVEO

Model Year

2005

Date Purchased

6/06

Dealer's Name and Telephone Number

KELLY CHEVROLET 260 484 5566

Engine:

No: Cylinders

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

FT WAYNE

State

IN

Zip Code

46805

Incident Date(s)

07-JAN-2007

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT

41000 WHEN
INSP BY FWH/FOX

Failure Mileage

41000
25000

Failure Speed

0
ALL

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 2005 CHEVROLET AVEO. AFTER THE VEHICLE WAS TAKEN IN FOR SERVICE, IT BEGAN MAKING A LOT OF NOISE. THE CONTACT RETURNED THE VEHICLE TO THE DEALER, BUT THEY COULD NOT DETERMINE THE CAUSE OF THE FAILURE. HOWEVER, THEY DISCOVERED A SCREW GLUED TO THE FRONT SUSPENSION. THE CONTACT TOOK THE VEHICLE TO ANOTHER REPAIR SHOP AND THEY STATED THAT THERE WAS A WEAK STRUT MOUNT IN THE FRONT SUSPENSION. THE CONTACT CONTINUED TO TAKE THE VEHICLE BACK AND FORTH TO THE DEALER BECAUSE THE BOLT COULD HAVE LOOSENED AND CAUSED A CRASH. THE DEALER FINALLY INSPECTED THE VEHICLE AND REORDERED THE PARTS FOR THE REPAIR. THE FAILURE MILEAGE WAS 41,000.

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 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.

THE NARRATIVE ON QUESTIONNAIRE IS IN CORRECT.

AT APPROX. 25K I TOOK VEHICLE TO DEALER FOR WARRANTY REPAIR FOR SQUEAKS IN THE FRONT END. AFTER MULTIPLE VISITS TO THE SERVICE DEPT., I STARTED HEARING, AND FEELING POPPING/CLUNKING NOISES. I THEN TOOK CAR BACK TO DEALER MULTIPLE TIMES FOR OVER A YEAR. FINALLY I WAS TOLD THERE WAS NO FIX AVAILABLE, AND THAT THE VEHICLE WAS SAFE TO OPERATE.

I WAS TOLD THE CAR WAS POORLY ENGINEERED, AND THAT THE STRUT MOUNT WAS TOO SOFT CAUSING PROBLEM. THE PROBLEM INCREASED EXPEDITIOUSLY, AND I BECAME QUITE CONCERNED. I THEN CALLED THE DEALER, AND AGAIN I WAS TOLD THERE IS STILL NO FIX FOR YOUR CAR, AND AGAIN ASSURED ME THE CAR WAS SAFE.

I TOOK THE CAR TO ANOTHER REPAIR SHOP, AND WITHIN 5 MINS. I WAS TAKEN INTO THE SHOP, AND WAS SHOWN THEIR FINDINGS. A MAIN CONNECTION POINT BOLT/NUT ON THE CROSSMEMBER WAS STRIPPED AND VERY LOOSE. (THIS BOLT IS THE BOLT THAT HOLDS YOUR WHEELS ON YOUR CAR) THEY ALSO FOUND GLUE ON BOLT/NUT SOMEONE TRIED TO GLUE THIS BOLT IN, AND THAT THIS COULD CREATE A SERIOUS HAZARD, AND RECOMMEND THEY MAKE A TEMPORARY REPAIR, WHICH THEY DID. I THEN TOOK THE FINDINGS TO THE DEALER (COPY INCL) THE SERVICE MANAGER THEN LOOKED AT CAR AND READILY ORDERED PARTS, AND ALSO PAID THE BILL FROM THE REPAIR SHOP. THIS BY NO MEANS NEGATES THE FACT I WAS PUT IN AN UNSAFE VEHICLE ENDANGERING MY FAMILY AND THE PUBLIC. FOR OVER A YEAR THE DEALERS TECHNICIANS, AND A FACTORY REP. HAVE LOOKED AT THIS CAR. I WILL NOT BELIEVE THEY DID NOT KNOW, OR COULD NOT FIND PROBLEM. I CONTEND THAT FOR SOME UNKNOWN REASON THEY TRIED TO COVER UP THEIR NEGLIGENT REPAIR.

I THINK I SHOULD BE COMPENSATED, AND THE DEALER SHOULD BE REPRIMANDED AT LEAST.