

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	
U.S. Department of Transportation National Highway Traffic Safety Administration APR 23 PM 1: 53				Date Received	Repository ☐
				31-MAR-2009	Reference No. 10263726
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	E-mail Address
Address				Evening Telephone Number	
City	State	Zip Code			
LOUISBURG	NC				
Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO In the absence of _____, the owner or address to the vehicle manufacturer. Signature of Owner _____ Date 5/6/09					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G1WL52M9T1			Make: CHEVROLET	Model LUMINA	Model Year 1996
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 08-AUG-1999
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY, 030000 SERVICE BRAKES, HYDRAULIC, 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS				Failure Mileage 22000	Failure Speed 25
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 1996 CHEVROLET LUMINA. WHILE DRIVING APPROXIMATELY 25 MPH ON NORMAL ROAD CONDITIONS, THE "SERVICE ENGINE SOON" WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR INSPECTION WHO REPLACED THE ENGINE EGR VALVES. ON A SEPARATE OCCASION, THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR THE IDENTICAL FAILURE AND REPAIRED. IN ADDITION, THE BRAKE SYSTEM WAS CLEANED, WHICH CONTRIBUTED TO A LOUD SQUEAKY NOISE. THE FRONT DRIVER'S SIDE AUTOMATIC WINDOW MECHANISM WAS INOPERATIVE AND HAS NOT BEEN REPAIRED AT THIS TIME. THE FAILURE MILEAGE WAS 22,000 AND CURRENT MILEAGE WAS 157,000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I've gotten 2 used master window switches and they are just like mine > front windows do not work but back ones do so this must be a major problem as well as EGR valves. EGR has been replaced twice and the light keeps coming on saying it's the number for EGR Valve. I've always had regular oil changes, radiator flushed, transmission flushed, tires rotated, over fllr tank cleaned, all fluids checked, I'm disabled and can't afford those problems please help me. I ~~am~~ like my car and have taken very good care. Thanks,

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

ROCKY MOUNT NC 27856

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NECESSARY
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IN THE
UNITED STATES

BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Rec'd
4-6-09

Use the enclosed
form to file a report.

If so:



Think your vehicle
has a safety defect?

safecar.gov

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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