

DEC 14 2009

U.S. Department
of TransportationNational 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

20-AUG-2009

Repository ☐

Reference No.

10281220

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN PEDRO

State

CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

2G1AW84T0L2

Make

CHEVROLET

Model

CELEBRITY

Model Year

1990

Date Purchased

07-MAR-01

Dealer's Name and Telephone Number

VINCES AUTOMOTIVE 310-835-4439

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

CARSON

State

CA

Zip Code

90745

Transmission Type

AUTOMATIC

☐ Antilock Brakes☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

29-JUL-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 330000 INTERIOR LIGHTING, 103300 POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION INDICATION (PRNDL), 117000 DIGITAL INSTRUMENT PANEL

Failure Mileage

201000

Failure Speed

15

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: DOTM9ABC036)

☐ 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

Y

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 1990 CHEVROLET CELEBRITY. WHILE DRIVING 15 MPH, THE CONTACT WAS UNABLE TO SEE WHICH GEAR HE WAS DRIVING IN CRASHED INTO THE REAR OF A VEHICLE. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS INSPECTED BY AN INSURANCE ADJUSTER WHO DETERMINED THAT THE SHIFT INDICATOR WAS UNCLEAR AND WAS THE CAUSE OF THE CRASH. THE VEHICLE IS BEING REPAIRED. THE MANUFACTURER CONFIRMED THAT THERE WERE NO EXISTING RECALLS AND THAT THEY WOULD NOT ASSUME TO REPAIR COST. THE CONTACT IS AWARE OF THE SAFETY RISK SINCE THE SHIFT INDICATION WAS DETERMINED TO BE THE CAUSE OF THE CRASH. THE FAILURE WAS 201,000 UPDATED 9/23/09 *CN

THE REPAIR SHOP STATED THE PAINT WAS DULL AND THERE WAS A GLARE FROM THE HIGH GLOSS WINDOW ANGLE. UPDATED 09/28/09. *JB

NOTE: LOCAL G.M. DEALER IN CALIFORNIA - MARTIN CHEVROLET - TORRANCE - REFUSED TO REPAIR DEFECTIVE SHIFT INDICATOR OR ORDER A VOLUNTARY RECALL OF ALL SIMILAR DASHBOARD DESIGNS. THIS PROBLEM COULD RESULT IN SERIOUS ACCIDENTS CAUSING PROPERTY/AUTO DAMAGE(S), INJURIES AND OR FATALITIES - 12-3-2009

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 WAS PROCEEDING IN SLOW MOVING TRAFFIC NORTHBOUND ON THE 110 FREEWAY AUXILIARY SIDE ROAD TO EXIT ON THE 101 FREEWAY NORTHBOUND, WITH PLENTY OF STOPPING SPACE AHEAD. I LOOKED DOWN AT GEAR SHIFT INDICATOR - UNABLE TO SEE (POSITION...) - LOOKED AHEAD, LEANED FORWARD - STILL UNABLE TO SEE POSITION. LOOKED AHEAD AGAIN, LEANED FORWARD AND LOOKED OVER GLASSES, AND HIT CAR AHEAD WITHOUT BEING ABLE TO APPLY BRAKES - STILL UNABLE TO READ GEAR POSITION. SHIFT INDICATOR IS SMALL WITH DULL PAINT (NOT SAFETY REFLECTIVE TYPE), SMALL GEAR LETTERING ON A BLACK BACKGROUND, IN A SHADOW - WITH GLARE FROM HIGH-GLOSS COVER - (CLEAR) ANGLED AT DRIVER WHICH COMPLETELY OBSCURES THE GEAR SHIFT INDICATOR ABOUT 75% OF THE TIME IN DAY LIGHT HOURS. INDICATOR FOR GEARS IS ALSO HARD TO SEE AT NIGHT WITH DASHBOARD LIGHTS TURNED UP FULL - ESPECIALLY IF GLARE FROM OTHER HEADLIGHTS/STREET LIGHTS OCCURS.

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U.S. 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

SAN PEDRO, CA.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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**



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