



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

MAR 23 2011
25-FEB-2011

Repository

Reference No.
10384466

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NORTH CHARLESTON State SC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

same

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: 2C1MR529XT6 [REDACTED]
Make GEO Mode: METRO Model Year: 1996
Date Purchased: 5-4-96 Dealer's Name and Telephone Number: GENE REED Chevrolet - Geo Engine: No: Cylinders 1.3 Fuel Type: Unleaded
Original Owner: Dealer's City: NORTH CHAS SC State: SC Zip Code: 29418
Transmission Type: AUTO Antilock Brakes: Cruise Control: Powertrain: Multiple Failure: Incident Date(s): 25-FEB-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 10000 LATCHES/LOCKS/LINKAGES Failure Mileage: 175000 Failure Speed:

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: DOTMAL9ABC036): 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: Number of Deaths: 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 GEO METRO. THE CONTACT STATED THAT THE TWO REAR DOORS WOULD NOT UNLOCK FROM NEITHER THE INTERIOR NOR EXTERIOR OF THE VEHICLE. THE VEHICLE WAS NOT INSPECTED FOR THE FAILURE NOR REPAIRED. THE MANUFACTURER WAS CONTACTED AND ADVISED HER THAT THEY DID NOT HAVE HER VEHICLE LISTED IN THE DATABASE AND COULD PROVIDE NO FURTHER ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 175,000. THE VIN WAS UNAVAILABLE.

To whom this concerns
I'm attaching letter to them
explaining my problems -

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.

March 14-11

For whom it concerns,

I bought this car brand new
May 5, 1996. I started have
problems after first four years
with back doors opening.

For a while I could sometimes
get them to open, sometimes
not. Eventually both doors
stopped opening at all.

Doesn't matter if you try from
inside or outside they don't
open. I always assumed it
was just my ~~Car~~ Car,

Neither of those doors were
ever used that much to
just be wore out. I only
have one child and she was
a teenager when I bought
the car, there was no one
getting in-out of back
using those doors.

That being the case
I just dealt with it.
Now I have a granddaughter
that has to ride in the back
So I began to check ~~into~~ into
what's wrong with doors.
I got on internet then
is a web site "Geo Metro"
I was wondering if other
people have had same
problems? Who would have
guessed there are tons of
people who own same car
no mine w/ same problems.
I learned from these
people there was a recall
on those locks - Doors
not opening, I never
got a notice. So I called
Chevrolet, was told they
cant find my car
in their database.

This is a death trap

My granddaughter is trapped
in back seat, if I were to
have an accident - stuck
on train track - ~~fall~~ Catch
fire etc, she is too little
to even try to Roll windows
down. If I was unconscious
she couldn't get out on her
own. I couldn't even get
her out in a emergency
she could die in there!
My problem is that there
are whole lot of cars just
like mine w- this problem
its not a isolated case.
Do some research and you
will see. Its not like
I bought my car used, as
is, that's not the case
here.

I was told the DOT
Auto Safety there was
a recall on Geo Tracker -
pickup. I believe Chevrolet
just wants to blow this off
but it's important to me
this is my granddaughter
who's at risk here. This is
really a life or death situation.
Now that I know it's not
just my car, just my
doors that won't open
and other Geo metro owners
tell me there was a
recall, I ~~feel~~ feel like
Chevrolet should - could fix
both doors. If ~~it~~ it was
just my car I would just
~~fix~~ fix it myself because
my granddaughter like could
me a risk. I just feel that
Chevrolet should fix this

Its just point of Chevy
not wanting to take
responsibility for this.
a little girls life should
mean more than
Chevrolet saving a few
dollars!

Thanks for taking
the time to review
this matter,

