

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 SEP 13 2011 18-AUG-2011	Repository <input type="checkbox"/>
	Reference No. 10419968

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	EUCLID	State	OH	Evening Telephone Number	

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 KL1TD5DE9AB [REDACTED]		Make CHEVROLET	Model AVEO	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number PAT O'BRIEN (440) 585-9300		Engine: No: Cylinders 4	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City WILLOUGHBY HILLS, OHIO	State OH	Zip Code 44192	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 13-FEB-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 6000	Failure Speed 70
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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: DOTM4L9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths 0	Reported to Police Y
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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 OWNED A 2010 CHEVROLET AVEO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE CRASHED INTO A BRIDGE ABUTMENT AND THE AIR BAGS DID NOT DEPLOY. THE VEHICLE WAS TOWED TO A TOWING YARD, WHERE IT WAS DESTROYED. THE DRIVER OF THE VEHICLE SUSTAINED SEAT BELT BURNS TO THE CHEST AND ABDOMEN. THE CONTACT, WHO WAS A PASSENGER IN THE FRONT PASSENGER SEAT, SUSTAINED HEMATOMA ON HIS RIGHT CALF. THE POLICE APPEARED ON THE SCENE AND FILED A REPORT. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND A COMPLAINT WAS FILED. THE APPROXIMATE FAILURE MILEAGE WAS 6,000.

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)

WHEN I CONTACTED GM AND WAS TOLD THE CAR DID NOT STOP FAST ENOUGH. THEN I WAS TOLD THE CAR DID NOT MEET THE THRESHOLD LEVEL FOR THE AIR BAG TO DEPLOY. THE CONTACT PERSON I TALKED TO AT GM. WAS DAWN MCGUIN AT ESIS/GM CENTRAL CLAIMS UNIT.

I AM SENDING PICS I TOOK OF THE CAR AT THE SALVAGE YARD.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

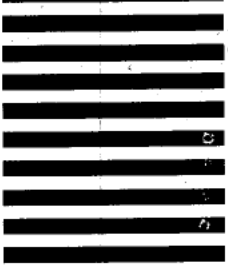
Official Business Penalty for Private Use \$300

CLEVELAND OH 44116 SEP 2011 PM 8 L

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



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 Owners Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration





