

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received FEB 22 2012 12-JAN-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10443597</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	MI	Zip Code		
MUSKEGON					
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
KL1TD66616B		CHEVROLET	AVEO	2006	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2-19-2008	(Used) Ernest's Auto Trailer Sales		No: Cylinders	GAS	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
	Muskegon	MI	49841		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
5 Speed manual	<input type="checkbox"/> Cruise Control			09-JAN-2012 3 times up to 1 1/2 years prior to, dates unknown	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage	Failure Speed	
			65383		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code	Tire Failure Type:				
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police	
				N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2006 CHEVROLET AVEO. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT WOULD ILLUMINATE SPORADICALLY. THE DEALER REPLACED THE CONNECTORS LOCATED UNDER THE DRIVER'S SEAT. THE MANUFACTURER WAS CONTACTED AND DENIED ANY ASSISTANCE WITH REPAIRS TO THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 65,383. See back</p> <p style="text-align: center;">↓ Harness</p> <p>Also see Service R.O. De Hen chevry</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

The indicator came on at least 3 times prior to 1-9-12. I personally figured out that it was a loose connection under the drivers seat for the side seat air bag.

I am 6'4" tall and moving the seat "all" the way back tugged and loosened this connection. Wiggling the connector until contact was made turned off warning light. Vehicle was brought to local dealer before on 1-12-12 because in Dec. of 2011 the light would not go off even by

reconnecting the questionable plug-in and fixed by dealer. (VIN 1G6874574 Hercules #4) 120 8419P connectors were replaced Per (Technical Service Bulletin 07-09-41-007 G.M. (cost \$200.75))

(part # Gm.) Better Chevy personally paid for charges because I had an extended warranty with them. G.M. would not reimburse Better because their was no "Recall" on this problem. not G.M.

Bottom line, Harness is too short or not routed correctly so when people my size move seat back all the way that connector + Harness are ~~also~~ disconnected or Harness damaged (last time). Side air bag can become disabled and in a car that small. I am glad that it was not in an accident because failure could have been ugly!

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

WASH DC 20077-9382

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



CUSTOMER # 73591

351002

GM Better
 CHEVROLET • Cadillac • PONTIAC • GMC
 2474 Henry Street * P.O. Box 1486
 Muskegon, Michigan 49441
 SERVICE (231) 755-3711 - FAX (231) 755-8103
 BODY SHOP (231) 759-5805 - FAX (231) 755-8208
 TOLL FREE 1(800) 323-6164
 State Reg. No. F-124940
 www.bettengm.com

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 216 JEFF FUGITT

MUSKEGON, MI
HOME: CONT:N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	CHEVROLET AVO	KL1TD66616B		65383/65383	T5652	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 DD			WAIT 10JAN12		0.00	CASH	10JAN12
R.O. OPENED	READY	OPTIONS: ENG:1.6 Liter DOHC					
09:07 10JAN12	11:57 10JAN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE AIR BAG LIGHT IS ON, CUST HAS MOVED THE PLUG UNDER SEAT AND LIGHT WENT OUT IN THE PAST. NOW WHEN PLUG IS MOVED THE LIGHT STAYS

N9573 WIRING AND/OR CONNECTOR-SIDE AIRBAG-REPAIR
 525 BAKER, BRIAN LIC#: M209572

1 96874574 HARNESS
 4 12089191 CONNECTOR

	50.88	50.88	
123.25	123.25	123.25	
1.99	1.99	7.96	

65383 N9573 .5 GMPP 0 DED CHECK. SIR CODES, B1378CURRENT. REMOVE AND REPLACE LF SIDE AIR BAG CONNECTOR PER TSB 07-09-41-007. CLEAR CODES AND RETEST, ALL OK.

B COURTESY WASH
 CW COURTESY-WASH

525 BAKER, BRIAN LIC#: M209572
 CR3

0.00	0.00
------	------

C COURTESY VACUUM
 CV COURTESY VACUUM

525 BAKER, BRIAN LIC#: M209572
 CR3

0.00	0.00
------	------

D BETTEN COURTESY INSPECTION
 CI BETTEN COURTESY INSPECTION

525 BAKER, BRIAN LIC#: M209572
 CR3

0.00	0.00
------	------

EST: 0.00 10JAN12 09:07 SA: 216
 CONTACT: BRUCE 744-5309
 GMPP

ENVIRONMENTAL WASTE DISPOSAL AND SHOP SUPPLIES 10.18

Thank You for your Business.

ORIGINAL ESTIMATE SUMMARY				HOURS	REPAIRS COMPLETED AND CHECKED BY				DESCRIPTION	TOTALS
PARTS	LABOR	TOTAL			AUTHORIZED REPRESENTATIVE				LABOR AMOUNT	50.88
AUTHORIZED ADDITIONS				HOURS	DATE	TIME			PARTS AMOUNT	131.21
1 PARTS	LABOR	TOTAL			BY				GAS, OIL, LUBE	0.00
2 PARTS	LABOR	TOTAL		HOURS	3 PARTS	LABOR	TOTAL	HOURS	SUBLET AMOUNT	0.00
AUTHORIZED ADDITIONS					AUTHORIZED ADDITIONS				MISC. CHARGES	10.18
1 PARTS	LABOR	TOTAL			2 PARTS	LABOR	TOTAL	HOURS	TOTAL CHARGES	192.27
AUTHORIZED ADDITIONS					AUTHORIZED ADDITIONS				DISCOUNT	0.00
1 PARTS	LABOR	TOTAL			2 PARTS	LABOR	TOTAL	HOURS	SALES TAX	8.48
AUTHORIZED ADDITIONS					AUTHORIZED ADDITIONS				PLEASE PAY THIS AMOUNT	200.75
1 PARTS	LABOR	TOTAL			2 PARTS	LABOR	TOTAL	HOURS		

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT P.A.300.

X

THANK YOU FOR BRINGING YOUR VEHICLE TO BETTEN FOR SERVICE

CUSTOMER COPY