

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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	
OWNER INFORMATION (Type or Print)		Date Received 31-JUL-2014		Repository ☐ Reference No. 10617897	
Name [REDACTED] Address [REDACTED] City MARIETTA State GA Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]		E-mail Address NOEMAIL@UNK.GOV	
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 KL8CD6S95EC [REDACTED]		Make CHEVROLET		Model SPARK	
Model Year 2014		Engine: No: Cylinders 4		Fuel Type: gasoline	
Date Purchased 1-16-2014		Dealer's Name and Telephone Number Carl Black Kennesaw		Original Owner ☒	
Dealer's City Kennesaw, GA 30144		State GA Zip Code 30144		Transmission Type automatic	
☒ Antilock Brakes ☒ Cruise Control		Powertrain 5 year/10000 miles		Multiple Failure: 5/29/14, 6/19/14, 6/18/14, 6/20/14, 8/1/14 all repair attempts	
Incident Date(s) 16-JAN-2014		FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM, 353600 EQUIPMENT: AIR CONDITIONER				Failure Mileage 98	
Failure Speed 25-45 mi		ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make N/A		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: N/A		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 2014 CHEVROLET SPARK. THE CONTACT STATED THAT THERE WAS A STRONG ODOR OF CHEMICALS EMITTING FROM THE VEHICLE. AS A RESULT, THE CONTACT WOULD BECOME SICK AND HAVE HEADACHES. THE CONTACT ALSO STATED THAT THE AIR CONDITION WOULD NOT WORK PROPERLY AND FAILED TO EMIT COLD AIR. IN ADDITION, THE POWER STEERING FAILED. THE FAILURE RECURRED ON MULTIPLE OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE FOR THE STEERING COULD NOT BE REPLICATED, HOWEVER STATED THAT THE EVAPORATIVE AIR TEMPERATURE (HEAT SENSOR) AND THE LOW PRESSURE SWITCH ADAPTOR KIT NEEDED TO BE INSTALLED. IN ADDITION, THE BODY CONTROL MODULE NEEDED TO BE REPROGRAM AND THE A/C COMPRESSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 98.					
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 reported a steering control issue when I took the car in for the first repair on the air condition recall. I only asked for them to check it out and didn't know there was a recall on steering control until I read about it in the newspaper on 7/24/2014. I just knew there was something wrong with the car jerking and driving in town w/ unknown issue. It didn't seem to act the same while driving on the interstate. The A/C wasn't discovered about the lack of cooling the air in the car until it started getting hot outside. The odor emitted from the car was discovered by the 1st day and I immediately requested the auto interior have some detailed work to remove the "new car" odor, which is what the salesman related it to. He stated the smell would go away after I purchased it, after I drove it a while. The odor never went away. I asked for a second detail shampoo and he told me it would be refused unless I paid \$100 plus myself. I then started driving my older car more since the odor affected me whenever I drove it too often. Total miles on vehicle is 2380.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

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