

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

Date Received

RECEIVED

FEB 11 2001

 Date of
 report
 update

Reference No.

559336

OWNER INFORMATION (Type or Print)

FEDERAL

DEFECTS INDEX

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 01/19/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 3GNFK16R7XG203996		Make Chevrolet 1999		Model Suburban	Year 1999
Purchased Date 4/10/99	Dealer's Name Sayville Chevrolet			Engine Size (CID/CC/L) 5.0	☐ Turbo
☐ New ☐ Used	Dealer's City Sayville L.I. N.Y.			No. Cylinders 8	☐ Diesel
	State N.Y.			Zip Code	☒ Gas
					☐ Fuel Injection
Manufacture Date (on driver's door or pillar)	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driverside Air Bag ☒ Passengerside Air Bag ☒ 3-Point Belt	☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☐ Front ☐ Rear ☒ 4-Wheel
				Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Passenger side dash board	Location ☐ Left ☐ Front ☒ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No
	Mileage at Failure(s)	NHTSA Previously Contacted? ☐ Yes ☐ No
	Vehicle Speed at Failure(s)	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

G.M. notified me that a recall had been issued relative to the indentation located on the top of the passenger side dash board. As per the D.O.T. this indentation can cause injury in a crash. The part G.M. wants to install (recall # 00044) screws into and covers the indentation. The problem now is the new part also has an even more aggressive indentation which can cause the same type of injury it is supposed to avoid. Then the replacement part is only made in one color and no provisions are made

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

To color the part to the dash's factory color. G.M. Through the Chevrolet dealer in Amityville N.Y. (Arny's) informed me that I can refuse to have the part installed since I find it hazardous and not colored to match, but I must sign a waiver to release G.M. of any injuries that may occur since I did not have them install the part. I feel G.M. is ~~definitely~~ purposely not color matching and has designed the part to be both offensive in appearance and safety there by hoping the customer will sign the waiver. Please help myself and other customers under this recall to receive a safer recall part and or color code the one being issued if you find it meets safety standards. Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00)**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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