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U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123

POSTED

AGENCY USE ONLY

Date Received
JUN 5 PM 2:22

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Reference No

OWNER INFORMATION (Type or Print)

Name
Street
City

561472

Day Time Telephone Number

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 and address to the vehicle manufacturer.

Signature of Owner _____ Date 5/23/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	Chevrolet	Cavalier	1999	44,172
Purchase Date 9/22/00	Dealer's Name Fox Chevrolet at Timonium		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Timonium	State MD	No. Cylinders 4	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Body Style				<input type="checkbox"/> Hatch Back <input type="checkbox"/> Van <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> 2-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

Component windshield	Part Name(s) rear defogger replaced using and broke windshield - completely shattered	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No. of Failures 1	Date(s) of Failure(s) MAY 24, 2001	Manufacturer Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Mileage at Failure(s) 44,023		
	Vehicle Speed at Failure(s) 45 mph		

APPLICABLE ACCIDENT INFORMATION

(Use reverse side for more detailed information)

Accident <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number Persons Injured N/A	Number of Fatalities N/A	Estimated Property Damage \$ DISCLOSED	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Size
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U.S. DOT safety standard code
The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

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 Failure(s), Accident(s), and Injury(ies)

During the month of April, my car was sent back to Fox Chevrolet to have routine maintenance performed, as well as the rear defogger needed to be replaced on the right side. Upon receiving my car back, I looked at the "replacement" and noted it was not like the original - it looked jerry-rigged. I did not question the work - my fault - because I presumed the servicemen knew what they were doing.

On May 24, 2001, as I was driving my newborn daughter to day care, the rear defogger was on & stayed on longer than usual (this was the first time I used it since it was "fixed"), I heard a loud "BANG" and looked to see the entire rear window had shattered. Before it fell, I covered my daughter with a blanket only a few seconds before it came into the car & fell all over the back seat, as well as my daughter's car seat. My daughter might have been seriously injured, or even killed, had I not covered her, or if the window would have fallen all over her at the exact time of the shattering. I am very unhappy w/ FOX & the maintenance job. By cutting corners, I might have lost my most precious possession.

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



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

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National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW.
Washington, DC 20590

