



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
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1038

Date Received

23-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8002694

Do you authorize NHTSA to provide a copy of 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 ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
N/A	CHEVROLET	LUMINA	1991	
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12240000	Part Name(s) INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT RETRACTORS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-JAN-2002 Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVER AND PASSENGER SEAT BELTS DO NOT PROPERLY RELEASE FROM RETRACTING MECHANISM, CAUSING SEAT BELTS TO BECOME INOPERABLE. DEALER REPLACED RETRACTOR. PLEASE GIVE ANY FURTHER DETAILS.*AK

COPIES OF THIS FORM ARE:

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1038 DATE: FEB 27 2002 73 JAN 2002 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 735211				Od or _____ r_d_l _____ od_r _____ up_ltr _____ Reference No. 8002694	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle's manufacturer. Signature of Owner _____				☒ YES ☐ NO Date 2/5/02	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at bottom of windshield or driver's door) N/A 2G1WN24T9135777		Vehicle Make CHEVROLET		Vehicle Year 1991	
Purchase Date		Vehicle Model LUMINA		Current Odometer Reading 120,000	
☐ New ☒ Used		Dealer's Name _____		Engine Size _____ CID/CC/L	
City _____ State _____ Zip Code _____		No Cylinders 6		☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☐ Yes ☒ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driver's side Airbag ☐ 2-Point Belt ☐ Passenger's side Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	
Body Style ☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☐ Truck		FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12240000		Part Name(s) INTERIOR SYSTEMS: ACTIVE RESTRAINTS: BELT RETRACTORS		Location ☒ Left ☒ Right ☒ Front ☐ Rear	
No. of Failures 2		Date(s) of Failure(s) 01-JAN-2002 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____		Failed Part(s) ☐ Yes ☐ No	
Failed Part(s) ☐ Yes ☐ No		NHTSA Previously ☐ Yes ☐ No			
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form.)					
Crash ☐ Yes ☐ No		Fire ☐ Yes ☐ No		Number of Persons Injured	
Number of Fatalities		Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) DRIVER AND PASSENGER SEAT BELTS DO NOT PROPERLY RELEASE FROM RETRACTING MECHANISM, CAUSING SEAT BELTS TO BECOME INOPERABLE. DRIVER REPLACED RETRACTOR. PLEASE GIVE ANY FURTHER DETAILS. *AK					

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-57) 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.

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Both Driver and Passenger side seat belt retractors broke. The Passenger Before 100,000 miles, and the Drivers ^{Just} after ~~100,000~~ 100,000 miles. Then the dealership has to order a whole seat Belt Package that cost you \$230.00 dollars. They send you home in the chevy car with no seat Belt restraint.

Driving with out a seat Belt is against the law in the state of Michigan. Chevy has no Policy about making sure a seat belt lasting the life of the vehicle or at least as long as it runs. Its obviously a Bad model of seat Belt if they both Broke. I feel like Chevy should have fixed the safety restraints standing behind there product.

★ U.S. G.P.O. 1962 - 523-6071-50000

U.S. Department
of Transportation
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Administration

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

**Official Business
Penalty for Private Use \$300**



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