



DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire (VOQ)

National Highway Traffic Safety Administration

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1373

Date Received: 12-NOV-2002

OFFICE DEFECTS INVESTIGATION

Od_or rt_dt
od_rt up_tr

Reference No.

8022603

OWNER INFORMATION (Type or Print)

WARNEVILLE NY

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an Signature of Owner Date 11/30/2002

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1G1JC1249S7199991 Vehicle Mkt CHEVROLET Vehicle Model CAVALIER Vehicle Year 1995 Current Odometer Reading 113,000

Purchase Date Feb. 1998 Dealer's Name Depaula Chevrolet Engine Size 2.2 Liter Turbo
 New Used City Albany State NY Zip Code 12206 No Cylinders 4 Diesel
 Gas Fuel Injectio

Transmission Type Manual Automatic Antilock Brakes Yes No Restraint System 3-Point Belt Motorbelt Driverside Airbag 2-Point Belt Passengerside Airbag Cruise Control Yes No Drive Train Front Rear 4-Wheel Vehicle Type Car Sport Utl Van Truck Minivan Motorcycle Other Body Style 2-Door 4-Door Stationwagon Pick Up Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08500000 Part Name(s) ELECTRICAL SYSTEM:IGNITION Location Left Right Front Rear Failed Part(s) Original Replacement
 No of Failures 1 Date(s) of Failure(s) May 16 2002 Mileage at Failure(s) 113000 Vehicle Speed at Failure(s) 40 MPH 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 0 Number of Fatalities 0 Estimated Property Damage \$ 6,500 Reported to Police Yes No

to fire NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HAD RECEIVED A RECALL (#02V070000). HAD TAKEN VEHICLE TO DEALERSHIP FOR RECALL REPAIR IN APRIL. MECHANIC INDICATED NO PARTS AVAILABLE UNTIL JULY. TWO (2) WEEKS LATER, WHILE DRIVING, SMOKE STARTED COMING FROM THE STEERING COLUMN. MANAGE TO MOVE TO SIDE OF ROAD. HAD VEHICLE TOWED TO DEALERSHIP. WAS INFORMED WIRES BURNED AND COMPUTER SYSTEM DESTROYED. HAD TO PAY FOR ALL REPAIRS. MANUFACTURER REFUSED TO REIMBURSE. MR Went to dealer mid April, car damaged mid way electrical system sustained major damage about \$6,500. Dealer stated parts would not be available till July 2002.

CONTINUE ON BACK IF NEEDED

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.

The dealer installed new ignition switch and another part knowing full well the car would never be driven again. Was charged \$ 386.11. The bill states 315.84 for labor.