



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 118

Date Received

30-DEC-1999

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

854569

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) (located at front of windshield or drivers side) 1GNDU06D2RT122345	Vehicle Make CHEVROLET TRU	Vehicle Model LUMINA APV	Vehicle Year 1994	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13430000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:INSIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 06-JUN-1999 Mileage at Failure(s) 62000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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)

WHEN OPENING THE DOOR ON THE DRIVER'S SIDE DOOR HANDLE FELL DOWN INTO THE DOOR FRAME, MAKING IT IMPOSSIBLE TO OPEN THE DOOR FROM THE INSIDE OR THE OUTSIDE. DOOR HANDLE WAS REPLACED BY DEALERSHIP AT OWNER'S EXPENSE. PLEASE PROVIDE ANY FURTHER INFORMATION.

*AK

CONTINUED ON BACK (118)

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.



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AM 1:02
30-DEC-1999

Od_or _____
rt_dt _____
od_rt _____
up_hr _____

Reference No.

854569

OWNER INFORMATION (Type or Print)

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 authorized signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Date 01/10/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1GNDU06D2RT122345

Vehicle Make

CHEVROLET TRU

Vehicle Model

LUMINA APV

Vehicle Year

1994

Current Odometer Reading

Purchase Date

Dealer's Name GARY YEDMANS USED CAR LOT

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☐ New ☒ Used

City DAYTONA BEACH State FL Zip Code 32114

No Cylinders

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☐ Van☒ Minivan☐ Other☐ Sport Util☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

13430000

Part Name(s)

STRUCTURE:DOOR ASSEMBLY:HANDLE:INSIDE

Location

☒ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 28-DEC-1999

Mileage at Failure(s) 61,500

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ 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)

WHEN OPENING THE DOOR ON THE DRIVER'S SIDE DOOR HANDLE FELL DOWN INTO THE DOOR FRAME, MAKING IT IMPOSSIBLE TO OPEN THE DOOR FROM THE INSIDE OR THE OUTSIDE. DOOR HANDLE WAS REPLACED BY DEALERSHIP AT OWNER'S EXPENSE. PLEASE PROVIDE ANY FURTHER INFORMATION.

*AK

MY PERSONAL MECHANIC (WHO WAS AVAILABLE TO FIX THE PROBLEM IMMEDIATELY AND HAS ALSO DONE EXCELLENT WORK FOR ME IN THE PAST)

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail															
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)															

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



Temperature drops — and so does '88 Nova's gas mileage

QUESTION: I have a 1988 Chevy Nova with 115,000 miles on it. It is well-maintained. During the summer, it gets a decent 34 miles per gallon, but in the winter, it gets only about 29 mpg on the same highway with the same driver. Why?

Brian

Tom: 'Cause it's cold out, Brian baby!



Ray: The reason cars run less efficiently in cold weather is that gasoline doesn't vaporize well. The carburetor sends vaporized fuel into the cylinders, and in cold weather, some of it condenses and turns back into liquid gasoline. That portion doesn't burn and is essentially wasted. And

that accounts for most of your 15 percent reduction in mileage.

Tom: Most cars spend more time warming up and idling in the winter. But the loss of efficiency in gasoline combustion due to cold weather accounts for the vast majority of the lost mileage.

Fix for Kia's windows

Q: I have a '95 Kia Sportage, which, on the whole, I have liked very much.

About a year ago, though, one of my power windows broke, causing the glass to slide down into my door. The window wouldn't go up anymore. The dealership said it would cost about \$350 to fix, so I had them put a block under the window instead to keep it closed. A few weeks ago, it fell into the door again, and I had to have it reblocked. In the past month, two more windows have taken a dive, so to speak. Is this something with Kias, and is there some recourse? Can I get a kit to convert the car from power windows to manual windows? Thanks.

Dina

Ray: I don't know of any kit that turns power windows into roll-up windows, Dina. I've seen electric sunroofs with "emergency cranks" (because if that motor fails in the rain, you're in real trouble), but there's no such kit for windows as far as I know.

Tom: And in general, I'm afraid you're out of luck. You bought a cheap car. You got a great price, right? You even say that, on the whole, you like it very much. But most cheap cars are cheap because their components are, what? Cheap! And although there's no technical service bulletin on the window regulators, my guess is that they were underdesigned and probably are failing for other Kia owners as well.

Ray: My advice would be to look for a special on "blocks." If money is an issue and you're not planning to keep this car forever, I'd use blocks for all but the driver's window. That one you're really going to have to fix. You'll realize that after you miss a few "exact change" toll buckets while driving out the

door and have 80 gazillion cars honking at you and using unfriendly hand gestures.

Get outta here, Oldsmobile

Q: I have a '95 Oldsmobile Silhouette. It's been a good vehicle and has only 76,000 miles. So far, only minor problems have cropped up. But one has been particularly annoying. Last year, the driver's side door handle broke when I tried to open the door. I replaced it for \$100. I thought that was an odd thing to break, but I didn't give it much thought.

A few months later, a neighbor's sliding-door handle broke on his 1995 Chevy Lumina minivan (which is the same vehicle as the Olds Silhouette). Last week the passenger side door handle broke when my wife tried to open the door. And most recently, another neighbor's sliding-door handle broke on his 1992 Chevy Lumina minivan.

Statistically, this must be a widespread problem for General Motors minivans. It would surely be a safety problem if one broke after an accident while someone was trying to get you out of the vehicle. I've noticed that the new GM minivans have more conventional door handles. Is this the way big companies acknowledge defective or poor-quality parts? Just phase them out?

John

Ray: Exactly! We don't have access to the national statistics. Only GM has the warranty claims, but I'd be willing to guess that your analysis is right on the money, John.

Tom: Companies track their warranty costs, and when the cost of replacing an item starts to outweigh the 5 cents they saved by making it a little thinner and lighter, they redesign it and put an extra 3 cents worth of pot metal in it and hope the warranty claims slow down.

Ray: On the other hand, if the National Highway Traffic Safety Administration (NHTSA) determines that the lousy part is actually a safety hazard (and not just an inconvenience), then the company can be forced to recall the vehicles and replace the parts with better-designed substitutes. So if you believe this is a safety issue, you should go ahead and report it to NHTSA.

Tom: You can call its auto safety hotline at 1-800-424-9393. If NHTSA gets enough complaints about a single safety issue, it may decide to open an investigation, which could lead to a recall.

Ray: But in the meantime, don't worry about not being able to get out of the car after an accident. Based on your experiences, chances are the whole door will fall off anyway, right?

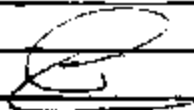
Tom and Ray Magliozzi — better known as Click and Clack, the Tappet Brothers — are hosts of Car Talk, which airs at 10 a.m. Saturdays and 2 p.m. Sundays on 90.7 FM (WVFE). They own an auto repair shop in Cambridge, Mass. Write to them in care of The Orlando Sentinel, P.O. Box 211, Orlando, Fla. 32802-0211. You can reach their Internet site by going to orlandosentinel.com and clicking on Automotive.

REPAIR ORDER

SERVICE ESTIMATE

To Keep Your Final Bill Down, Some Parts May Be Returned To Manufacturer.

NAME: [REDACTED]		Tune Up Brake Work		Air Conditioning General Repair	
ADDRESS: [REDACTED]		BEN'S AUTO REPAIR BIG B ENTERPRISES, INC. Port Orange Business Park 630-D Oak Plaza (Off Oak Street) Port Orange, FL 32127		Visa & Mastercard Accepted Ben Phawit - Owner Jeff Davis - Service Manager (904) 767-0259	
CITY: [REDACTED]	STATE: [REDACTED]			ZIP: [REDACTED]	
PHONE: [REDACTED]	DATE: 11/17/99			TIME: 4:30	
MAKE/YEAR OF CAR: 94 Chevy	MODEL: LTZ	RELEASE: 48,747	LICENSE NO.: [REDACTED]	 AutoCare Center Where Quality Matters	
METHOD OF PAYMENT: ☐ CASH ☐ CREDIT CARD					
NAME OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR			PHONE: [REDACTED]		

PARTS NECESSARY AND ESTIMATE OF LABOR REQUIRED		Parts Cost Estimate		Labor Cost Estimate	
LEFT OUTSIDE DOOR HANDLE (LTZ)		35.	17		
LABOR TO REPLACE DOOR HANDLE (LTZ)				38.	20
Shop Supplies		2.	00		
1 YEAR WARRANTY					
					
I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An expense mechanic's lien is acknowledged on vehicle to secure the amount of repairs hereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Work Authorized by X _____					
PARTS		37.	17		
LABOR				38.	20
SUB-TOTALS		75.	67		
SALES TAX		4.	54		

SHADED AREA TO BE COMPLETED BY CUSTOMER PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$50.00. ☐ I REQUEST A WRITTEN ESTIMATE. ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COST DOES NOT EXCEED \$ _____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. ☐ I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: X _____ DATE: _____		ESTIMATED PRICE FOR 10 DAYS All repairs warranted for minimum of 90 days or 3000 miles. See limited warranty. RETURN/REPLACE PARTS YES ☐ NO ☐ CHARGES FLAT RATE ☐ HOURLY ☐ BOTH ☐ DIAGNOSTIC / ESTIMATE FEE \$ _____ ESTIMATED COST OF REPAIR \$ _____ DAILY STORAGE FEE \$15.00 PER DAY <table border="1"> <tr> <td>PICK UP:</td> <td>SUN.</td> <td>MON.</td> <td>TUE.</td> <td>WED.</td> <td>THU.</td> <td>FRI.</td> <td>SAT.</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		PICK UP:	SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT.									FINAL BILL AMOUNT \$80.21
PICK UP:	SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT.													