

U.S. Department
of TransportationNational 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

252

Date Received

21-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868236

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHEVROLET	LUMINA	1992	

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 ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12310000	Part Name(s) INTERIOR SYSTEMS:SEAT TRACKS AND ANCHORS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Date(s) of Failure(s) 20-AUG-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) _____	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s) _____		

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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 25MPH ON A RESIDENTIAL ROAD AND BRACKET OF SEAT BROKE, AND SEAT SHIFTED BACKWARDS. CONSUMER TOOK VEHICLE TO THE DEALERSHIP, AND MECHANIC TOLD HER THAT THE BRACKET AND SEAT TRACK NEED REPLACEMENT. *AK

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 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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U.S. Department of Transportation

National Highway Traffic Safety Administration

DATE RECEIVED

21-AUG-2000

OFFICE

868236

Reference No.

628017

Work Num

Home Num

Signature of Owner

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES

NO

Date 9/3/00

Vehicle Identification No. (VIN)

1GNDU0D9N137A7

Vehicle Make

CHEVROLET

Vehicle Model

LUMINA APV

Vehicle Year

1992

Current Odometer Reading

132416

Engine Size

(CID/CCL)

Gas

Diesel

Turbo

Fuel Injection

Body Style

2-Door

4-Door

Station Wagon

Pick Up Truck

Other

Door Van

Transmission Type

Automatic

Manual

Antilock Brakes

Yes

Restraint System

3-Point Belt

2-Point Belt

Motorized

Cruise Control

Drive Train

Front

Rear

4-Wheel

Vehicle Type

Car

Van

Minivan

Other

Sport Util

Truck

Motorcycle

Part Name(s)

DRIVER SEAT

Location

Left

Right

Front

Rear

Failed Part(s)

Original

Replacement

Component

12310000

No of Failures

0

Date(s) of Failure(s)

20-AUG-2000

Mileage at Failure(s)

0

Vehicle Speed at Failure(s)

0

Failed Part(s) Available?

Yes

No

NHTSA Previously Contacted?

Yes

No

Part Name(s)

INTERIOR SYSTEMS: SEAT TRACKS AND ANCHORS

Location

Left

Right

Front

Rear

Failed Part(s)

Original

Replacement

Component

12310000

No of Failures

0

Date(s) of Failure(s)

20-AUG-2000

Mileage at Failure(s)

0

Vehicle Speed at Failure(s)

0

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

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

Yes

No

Narrative Description of Failure(s), Incident(s), Injury(ies)

CONSUMER WAS TRAVELING ABOUT 25MPH ON A RESIDENTIAL ROAD AND BRACKET OF SEAT BROKE, AND SEAT SHIFTED BACKWARDS. CONSUMER TOOK VEHICLE TO THE DEALERSHIP, AND MECHANIC TOLD HER THAT THE BRACKET AND SEAT TRACK NEED REPLACEMENT. *AK

DEALER WANTED TO REPLACE DRIVER SEAT WITH BRAND NEW SEAT \$400.00. OR TOLD ME TO HAVE IT WELDED. THEY WOULD NOT WELD IT BECAUSE OF SAFETY REASONS AND RESPONSIBILITY ALTHOUGH THEY GAVE IT AN OPTION.

CONTINUE ON BACK IF NEEDED

NUMEROUS CLAIMS FILED WITH SAME PROBLEM, A DEFINITE SAFETY HAZARD.

OVER

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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)

I TOOK THEIR RECOMMENDATION AND HAD THE
DRIVERS SEAT WELDED AT HILLCREST COLLISION
BODY SHOP. IF DEALERSHIP THOUGHT IT WAS
NOT SAFE TO DO THIS (BECAUSE THEY DID NOT
WANT TO DO IT) THEN I THINK IT IS A
MAJOR PROBLEM AND NEEDS TO BE CORRECTED.

TOO MANY VEHICLES HAVE HAD THE SAME
PROBLEMS AT ALL DIFFERENT STAGES/MILEAGE
THROUGH THE YEARS. ENCLOSED IS A COPY
OF THE PAID BILL.

★ U.S.G.P.O. 1982-625-887 / 80000

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

- Customer -

HILLCREST COLLISION CARSTAR CENTER

2813 OLD VESTAL ROAD
VESTAL, NY 13850
(607) 797-9999 Fax: (607) 797-9511

RO #0110
Final Bill Page

	Make: 92 Chevrolet Model: LUMINA APV Style: VAN License: BCJ106 Color: GREEN VIN No: Mileage:	CUST PAY Adjuster: Phone: Claim #: Date of Loss:
Est.: CARL WEBER Date: 08/24/00		

Thank you for your patronage

Thank You! com

Line	Line Items	Price	Labor	Paint	Other
C 1	R&I LT FR SEAT AND WELD		2.0 B		
Totals		Total \$			
	Labor, Body 2.0 @ \$38.00	76.00			
	Labor Total	76.00			
	Subtotal	76.00			
	SALES TAX (Rate = 8.000%)	6.08			
	Total	82.08			
	Customer Due	82.08			

COPIED OF
BILL
PD IN FULL

pd in full
 via
 8/24/00

Thank you for your business

Customer of record

Signature of customer

Signature of estimator