



North Safety Hotline

FOR AGENCY USE ONLY (Do not write)

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 920	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 717876		Date Received <u>OCT 23 PM 12:27</u> USE <u>2001</u> OFFICE <u>DEFECTS INVESTIGATION</u> Reference No. <u>897049</u> Work Number <u></u> Home Number <u></u>	
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 manufacturer. ☒ YES ☐ NO Signature of Owner <u></u> Date <u>10/10/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GBFG15R0V1D22105		Vehicle Make MARK III	Vehicle Model CHEVROLET VAN
Purchase Date <u>10-11-97</u>		Vehicle Year 1997	Current Odometer Reading 046673
Purchase Date <u>10-11-97</u> ☒ New ☐ Used	Dealer's Name <u>Bigelow</u> City <u>Parma</u> State <u>Ohio</u> Zip Code <u>44134</u>		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 Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☒ Rear ☒ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Utility Truck ☐ Motorcycle ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck ☐ 4-Door
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 13420000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HINGE AND ATTACHMENTS		Location ☐ Left ☐ Front ☒ Right ☐ Rear
No of Failures	Date(s) of Failure(s) <u>01-JAN-1998</u> Mileage at Failure(s) <u>40457</u> Vehicle Speed at Failure(s) <u></u>	Failed Part(s) ☐ Original ☒ Replacement	Failed Part(s) ☐ Original ☒ Replacement
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 ☐ Yes ☒ No		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
HINGES FAILED TO FUNCTION PROPERLY BY NOT ALLOWING CONSUMER TO OPEN THE DOOR. DEALERSHIP HAS EXAMINED VEHICLE SEVERAL TIMES, AND CANNOT EFFECTIVELY REMEDY THE PROBLEM. PLEASE PROVIDE ANY ADDITIONAL INFORMATION, ATTACHMENTS.*AK Here are paper to what was done Mt T. Auto Body Fixed it To work now This is All Paper I kept.			
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.			

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(5)**

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