



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

03 FEB 25 12 00 PM 2003

Reference No.
10004168

OFFICE

DATE RECEIVED

Email Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

DEFECT

Name

Address

City

PERLEAR Purlear

State NC

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 01/31/03

VEHICLE INFORMATION

Print vehicle identification number located on front of instrument panel

100003620251624

Make
CHEVROLET

Model
VENTURE

Model Year
2002

Date Purchased

8/13/2002

Dealer's Name and Telephone Number

Premier Chevrolet

838-2191

Engine:

No. Cylinders

6

Fuel Type:

Gasoline

Original Owner

☒

Dealer's City

Wilkesboro

State

NC

Zip Code

28697

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: Yes, 4 times to date

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

27-DEC-2002

Failure Mileage

Multiple

Failure Speed

+/- 35mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

ie, parts repaired or replaced (and if old part is available).

WHILE TRAVELING ON THE HIGHWAY WITHOUT PRIOR WARNING THE VEHICLE WILL SHUT DOWN AND WILL NOT RESTART. PLEASE FILL IN
ADDITIONAL INFORMATION DEALER IS AWARE OF THE PROBLEM. TS

The vehicle cuts off suddenly, usually when turning at a reduced speed. There is no warning. You lose power brakes & power steering. Causes a very dangerous situation when turning across traffic - Vehicle will restart after you cut it off and put it back in park. → OVER

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Dealer has had the vehicle in the shop 4 times. Vehicle continues to have the problem - See attached service records for details on repairs. It is very obvious that the service department does not know what is causing the problem - After looking at your website it appears that GM has an issue with these vehicles. There are multiple complaints listed with the same problem, however they are not all listed under the same "vehicle component code" - Please review and put the complaints all in one "pot" -

*The van is currently in the shop so we don't have a receipt for the 01/24/03 incident yet.

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/hotline

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**