



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 1368

Date Received
RECEIVED
03 FEB 25 2003
AM 6:39

Repository

Reference No.
10004613

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BROWNSVILLE State: TX Zip Code: [Redacted]

Daytime Telephone Number: 956-838-2892
Evening Telephone Number:

E-mail Address:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: _____ Date: / /

VEHICLE INFORMATION

Make: CHEVROLET Model: ASTRO Model Year: 1997
Date Purchased: 5-8-03 Dealer's Name and Telephone Number: Tip of Tex.
Original Owner: Dealer's City: Brownsville - Tipotes Chee State: Zip Code:
Transmission Type: Antilock Brakes Powertrain: Knapp Chee Automatic
 Cruise Control
Vehicle Component Code: 174200 LATCHES/LOCKS/LINKAGES:HATCHBACK/LIFTGATE:LOCK
Multiple Failure: Rear Door (Dual Door)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18-JAN-2003
Failure Mileage: 79000
Failure Speed:

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: DOTM19ABC036) 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: Number of Deaths: 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;
i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT THEY ARE UNABLE TO OPEN THE HATCHBACK FROM THE INSIDE OF THE VEHICLE DUE TO THE HATCHBACK NOT HAVING A RELEASE BUTTON. DEALER NOTIFIED. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

February 14, 2003

To Whom It May Concern:

I own a 1993 Astro Van, EXT

1GNDM19W2PB209801

I AM WRITING YOU BECAUSE OF MY GREAT CONCERN THAT THERE IS NO MECHANICAL RELEASE ON THE BACK DOORS. MY VAN HAS TWO DUTCH DOORS AND ONE HATCH DOOR ON THE TOP.

MY CONCERN IS THAT IF WE WERE TO HAVE A COLLISION IN THE FRONT OR FRONT SIDES AND THERE WAS A FIRE, THERE WOULD BE NO ESCAPE. THESE BACK DOORS ARE RELEASED ELECTRICALLY, EITHER BY THE USE OF A KEY OR A RELEASE BUTTON ON THE DASH. *No way to open Rear Door if there is a power-(Elec)* IT MAY NEVER HAPPEN, THAT IS TRUE. BUT WITH MY GRANDCHILDREN RIDING WITH GRANDMA AND ME, I CAN'T TAKE THAT RISK. THE RISK IS TOO BIG.

I WANT NO MONEY. I DON'T WANT TO CAUSE ANYONE ANY TROUBLE. BUT I WOULD REALLY LIKE TO HAVE SOME ADVICE AS TO HOW THERE COULD BE A MECHANICAL RELEASE RETROFITTED TO MY VAN.

MY NAME: [REDACTED]
MUNCIE, IN [REDACTED]

E-MAIL [REDACTED]

THANK YOU IN ADVANCE

*I have - spent - (Tip at Texas - 168 Was told it would cost 1200)
to repair. Brownsville TX
Max Well Garage - 990
I cant open the Rear Doors (Dutch Doors)
still I cant get the rear doors.
This is very unsafe condition there should have a hand
release.*

*My Van is 1997 Astro John W Hough
I took the Van to Happ to Knapp Chev. Nestington 78522 TN. - have not
received bill*