



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 ☐

20 MAR 28 PM 12:17
05-MAR-2003

Reference No.
10009962

OWNER INFORMATION (Type or Print)

Name

Address

City SYRACUSE

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☒ NO
Date 3/20/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
PLEASE FILL IN 1GNDX069VDS0230

Make

CHEVROLET

Model

VENTURE

Model Year

1997

Date Purchased

2001

Dealer's Name and Telephone Number

FOX of Auburn Auto Mall 258-2000

Engine:

No. Cylinders

6

Fuel Type:

gas

Original Owner

☐

Dealer's City

Auburn

State

NY

Zip Code

13021

Transmission Type

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

012000 STEERING COLUMN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-MAR-2003

Failure Mileage

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: DOTM15ABC036)

☐ 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:

Refer Part:

APPLICABLE INCIDENT INFORMATION

(Please describe the incident(s) in detail, including date, time, location, and circumstances.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

N

Number of Deaths

N

Reported to Public

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).

THE POWER STEERING FAILED. *JB

After I received the recall letter the noise came about when turning the wheel, a noise like a spring was being stretched. After 3 weeks the tensioner broke when I started my car in the driveway and the power steering belt. After repair 3 days later, I still hear that noise when turning the wheel but not all the time. I believe the tensioner isn't working properly.

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 Administration. 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)

A thick spring popped out of my car I believe it is the tensioner. I still have this piece. Noise under hood when turning wheel continues.

This Venture has shorts all the time with the lights and cigarette lighter. I don't use the lighter now, but it doesn't work and it gets hot around the lighter when I went to replace it with a new one and tried to use it. The lighter doesn't get hot but around the lighter does. My hazard lights are always on but not flashing. GM didn't want to fix this problem with the shorting out. I have changed my signal light 2x and the head light once and then another short comes up. my mechanic had to rewire to get bulbs to work. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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, NVS-216
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



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Administration
<http://www.nhtsa.dot.gov/ncsa>

n

At Present
All problems with 97 Venture
/ 6NDX06E9VD150230

shorts with lights
gas gauge mis reads
tensioner makes noise still

a

When purchased in 2001 from Fox
the ^{and} power window wasn't working
on the driver side

The wipers were crumpled, the key
doesn't go into the hatch to unlock.

The windshield was leaking.

I made sure they fixed the wind
shield properly after two visits

I was getting tired of the run
around. I paid for the other
repairs myself at my mechanic's.

FOX did not want to fix the
gas gauge either it says
it has more gas than it really
does and I ran out one day
with 5 children in the car.
They claimed nothing was wrong
that still is not repaired.