



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 100147

Date Received: 2003 SEP 12 18-AUG-2003
Repository:
Reference No.: AM 8-55
10034065

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WARRENSBURG State: MO Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 8/26/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDM19W4WB101128
Make: CHEVROLET Model: ASTRO Model Year: 1998
Date Purchased: FEB 2002 Dealer's Name and Telephone Number: SLOAN CHEVROLET/CADILLAC OUT OF BUSINESS
Original Owner: [REDACTED] Dealer's City: WARRENSBURG State: MO Zip Code: 64093
Engine: V6 RTD-4300 Fuel Type: GASOLINE
No. Cylinders: 6
Transmission Type: AUTOMATIC Antilock Brakes: [REDACTED] Powertrain: [REDACTED]
Cruise Control: [REDACTED]
Vehicle Component Code: 136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-JUN-2003
Failure Mileage: APPROX. 74000
Failure Speed: FIRST: 50-60 MPH
SUBSEQUENT: 30-55 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example: P215/65R15): [REDACTED]
DOT No. (Example: DOTM4LSA1BC036): [REDACTED] Original Equipment: Prior Repair:
Failure Location: [REDACTED]
Tire Component Code: [REDACTED] The Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the accident, failure(s), condition, 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; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING IN THE RAIN WINDSHIELD WIPERS WOULD WORK INTERMITTENTLY. DEALER HAS BEEN CONTACTED. *AK

(SEE COPY OF DOCUMENTATION OF MATERIALS SENT TO CHEVROLET WHICH WERE ALSO SENT TO NHTSA.) PART REPLACED AT OWNER'S EXPENSE; OLD PART NOT RETURNED TO OWNER. PART REPLACED BY SPEEDWAY CHEVROLET/CADILLAC, WARRENSBURG, MO 64093, PURCHASER OF SLOAN CHEVROLET/CADILLAC.

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.

8/19/03 DATE

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

THE COPY OF MY LETTER TO CHEVROLET WHICH WAS SENT TO NHTSA PROVIDED DETAILS OF RELATED INCIDENTS WITH DATES AND LOCATIONS. COPIES OF REPAIR INVOICES AND ALL RELATED DOCUMENTS WERE ALSO ENCLOSED FOR USE BY NHTSA. THE VIN NUMBER WAS PROVIDED BY TELEPHONE AND AGAIN ON THE COPY OF LETTER TO CHEVROLET. DEALER FROM WHOM WE PURCHASED THE VEHICLE USED IS NO LONGER IN BUSINESS, AS STATED IN LETTER TO CHEVROLET. IF MORE IS NEEDED OR WOULD ASSIST IN ESTABLISHING A BASIS FOR RECALL, I CAN SEND ANOTHER COPY OF THOSE MATERIALS.

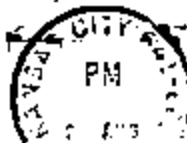
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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