



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

Repository ☐

22-AUG-2003

Reference No.
10034326

OWNER INFORMATION (Type or Print)

Name

Address

City

HUDSONVILLE

State

NY

Zip Code

12526

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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 8/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GNDX03E6XD32512

Make
CHEVROLET

Model
VENTURE

Model Year
1999

Date Purchased

6-15-99

Dealer's Name and Telephone Number

Serra Chevrolet

Engine:

No. Cylinders

Fuel Type:

unleaded reg.

Original Owner

☒

Dealer's City

Hudsonville

State

MI

Zip Code

49426

Transmission Type

auto.

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

182308 STRUCTURE:BODY:DOOR

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-APR-2003

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make

The Model (Name or Number)

The Size (Example P215/65R15)

DOT No. (Example: DOTM19A8C036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

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).

VEHICLE SIDE SLIDING DOOR DOES NOT STAY SHUT WHILE DRIVING. DEALERSHIP HAD BEEN CONTACTED ON THREE SEPARATE OCCASIONS.*AK

Brought van in on 10-19-01 with problem with power sliding door. They said they check it and it was OK. I never was notified door was under a recall, by the dealer or G.M. Door became inoperable this year (2003) and dealer told me it would cost about \$500.00 to fix it. A friend of mine, a G.M. tech at another dealer checked (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)

the door and said it was recalled, but new part was not on door. He checked claim history and it stated on 11-23-2001 V0767 - Install new power slide door unlatch actuator. I don't think van was even in dealership that day. I thought a safety recall prompted notification to owner by GM or the dealer. Van was recalled, and I never even knew about it and the dealer closed recall out when they stated they performed it. Now I have a door that doesn't work so recall that was never done (even though they said they did) please advise me. What is fraud.

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
ON

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.safercar.gov>

GM Vehicle Inquiry System

Claim History

1-800 222 1070

1877 382 4357

1-800-462-8782

file Rep # 1-131842

383

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDX03E6XD325122
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CLAIM HISTORY

Repair Order Date :	01/10/2003	Repair Order Number :	047391	Odometer Reading :	57734 miles	
Serviced By :	TODD WENZEL PONTIAC GMC, INC. 2727 28TH ST SE GRAND RAPIDS, MI 49512-1610 (616) 949-7700			Selling Source :	16 - PONTIAC	
				Site Code :	07133	
				Business Associate Code :	183998	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/17/2003	344	01	0	J0259 - LOWER MANIFOLD GASKET INTAKE REPLACE - GASKET	88984183 - GASKET KI	N

Repair Order Date :	10/18/2001	Repair Order Number :	100079	Odometer Reading :	37158 miles	
Serviced By :	SERRA CHEVROLET, L.L.C. PO BOX 310 HUDSONVILLE, MI 49426-0310 (616) 669-6683			Selling Source :	13 - CHEVROLET	
				Site Code :	44021	
				Business Associate Code :	161578	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
11/30/2001	226	01	0	D2507 - EVAP CASE R&R/RPL	N/A	N
11/30/2001	226	02	0	C2990 - KNOB, CONTROL AND OR-SHIFT RPL	N/A	N
11/23/2001	224	01	#	V0767 - INSTALL NEW POWER SLIDE DR UN- LATCH ACTUATOR	N/A	N

**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).**