



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 100145

Date Received

Repository ☐

2002 NOV 24 PM 1:13
16 SEP 2003

Reference No.
10040084

OWNER INFORMATION (Type or Print)

Name

Address

City

GRAND RAPIDS

State

MI

Zip Code

Daytime 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 10/9/03

VEHICLE INFORMATION

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

1GBFG15RX41213311

Make

CHEVROLET

Model

EXPRESS

Model Year

2000

Date Purchased

8-18-00

Dealer's Name and Telephone Number

Berger Chevrolet

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Grand Rapids Mi

State

MI

Zip Code

49512

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Rear Wheel Drive

Vehicle Component Code

221200 SEATS:FRONT ASSEMBLY:RECLINER

Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-NOV-2002

July 2003

Failure Mileage

54920

71,500

Failure Speed

20MPH

While driving seat snapped off off base. Both incidences while driving

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: Chevy Express Conversion Van

Date Manufactured:

2000

Model No./Name:

Seat Type:

Captain Chair Rear Bench

Installation System:

Majestic

Child Seat Component Code: Mirrors

Failed Part:

Seat Belts side doors difficult to open, mirrors vibrate can't see well

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; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING DRIVER'S SIDE SEAT FELL OFF THE TRACK. ONE MONTH LATER, PASSENGER'S SIDE SEAT FELL OFF ITS TRACK *AK

Approx Year later,
Seat belts come unlatched by themselves
and rear bench belt will not stay tight.
The rear seat belt doesn't stay snug
but loosens. Mirrors vibrate to the extent
that vision is very blurry.

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.

Currently the vehical is being stored. We have purchased another van and are unable to make payments and pay insurance on our new van and the Chevy being undrivable.

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

Sara: I purchased the van brand new. Many other safety issues were apparent while the Van was still under warranty. Though seat belts mysteriously popped open while driving or wouldn't stay snug on the rear bench seat, though the mirrors vibrated making it difficult to see and the children side door was extremely difficult open, it wasn't until seats started falling off that we made our first complaint to the Mich Attorney General. We have since filed a second complaint. Included in the package we've sent are an actual broken piece of the seat assembly pictures and all in color.

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



**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) & DOT



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

State of Michigan
Department of Attorney General



WILLIAM J. RICHARDS
Deputy Attorney General

PO Box 30213
Lansing, MI 48909

JENNIFER MULHEARN GRANNHOLM
ATTORNEY GENERAL

11/12/02

TO: nelli, david

FR: Michigan Department of Attorney General

[REDACTED]

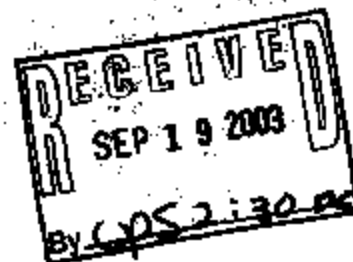
Enclosed is a copy of the response our office received concerning your complaint. If you have additional information and/or documentation that is inconsistent with the information submitted by the business, please submit this information, in writing, immediately. We are closing your file at this time.

Our position is not a reflection as to the validity of your complaint. If your complaint has not been resolved to your satisfaction, you may wish to consider filing a private civil action and we suggest you consult with a private attorney. If the value of your claim is \$3000.00 or less, you may also consider filing an action on your own behalf in Small Claims Court. Copies of various Michigan consumer laws are available on our web site using the Protecting Consumers' icon from the Attorney General's home page at www.ag.state.mi.us.

Your complaint will be retained for future reference. Our consumer complaint files are open to the public and are used to respond to consumer inquiries as well as to monitor unfair or deceptive business practices.

NUMBER OF PAGES INCLUDING THIS ONE: 6

[REDACTED]



This message is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this message to the intended recipient you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the above address via the U.S. Postal Service.

Dear Sir/Madam:

I spoke to your representative Tues. (9-16-03) and was advised to file a second complaint. The vehicle, a 2000 Chevrolet Express Conversion Van, has an out of warranty problem of the driver seat fell off while driving! We took steps to try to reconcile this issue before with no effect. Recently, the identical problem happened with the passenger seat. After filing a complaint with US Dept. of National Highway Traffic Safety Administration, I checked their website and found other identical complaints.

In addition, I contacted a service representative (Curt) at Majestic, the conversion company. Curt informed me that my seat problems are a "common occurrence". He and his manager, Brian Bivens, are looking into the matter with GM and said they would try to help. Curt also informed me that a manufacturers defect was the cause of these issues and not faulty installation. After contacting Berger Chevrolet, General Motors, and Majestic the only offer I have received was to give us a 10% discount on parts and labor. The same offer made to us when the first seat fell off. When we choose not to accept their offer with the driver side seat, the complaint (complaint # 1-141383428) was filed and immediately closed by Darin Christianson, Chevrolet representative.

With a pregnant wife and three small children, I fear the next time it breaks could be tragic. With seats falling off from normal use what are they going to do in a accident? Currently the vehicle is parked in my garage because of these obvious safety issues. Because the parts used to replace the original faulty parts are the same I find myself in a quandary. Even if I could afford \$1800 for new seats these seats would likely break and fall off as well. My options appear to be either drive an unsafe vehicle or destroy my credit with a repossession. Much like Ford or Firestone, I believe many people will have to be injured or die before GM will take responsibility for these obvious defects.

I have sent along pictures and an actual piece of the faulty part, described by another Chevy Express owner as thin washers. As mentioned in your earlier reply to my first complaint, it appears the responsibility would fall on GM. Thank you for looking into the matter.

S



contact numbers:

Brian Bivens, Majestic 1-800-968-0985

Matt Berger, Berger Chevrolet 616-949-5200

Darin Christianson, Chevrolet/GM 1-800-222-1020

Dept. of Attorney General
Consumer Protection Division

KELLY, HENCKEL, DAVID & MISSAD, P.C.

NOV 05 2002

ATTORNEYS AT LAW

212 EAST FULTON STREET

GRAND RAPIDS, MICHIGAN 49503

TELEPHONE (616) 774-0188

FAX (616) 774-7982

E-MAIL: info@khdpc.com

MICHAEL F. KELLY
HAROLD P. HENCKEL
JONATHAN J. DAVID
NICHOLAS E. MISSAD

KARA R. BOWEN
PARALEGAL

RECEIVED

MAILING OFFICE:

212 SOUTH BROAD

GRAND RAPIDS, MICHIGAN 49503

PHONE (616) 774-0088

SEND ALL MAIL TO

GRAND RAPIDS OFFICE

November 4, 2002

State of Michigan
Department of Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48206

RE:

Dear Sir/Madam:

The above-captioned complaint filed by [REDACTED] against Berger Chevrolet, Inc., has been referred to me for investigation and answer. Accordingly, I have completely reviewed the dealer file at Berger Chevrolet, Inc. regarding the purchase of the vehicle in question, as well as the service file, portions of which were attached to the Nellie's complaint.

I have determined that the [REDACTED] purchased this vehicle on August 18, 2000, and at the time of purchase the vehicle the odometer registered 391 miles. The contract clearly reveals that the [REDACTED] both [REDACTED] declined credit life insurance, credit disability insurance and extended warranty insurance.

The odometer revealed 54,920 miles at the time the vehicle was brought to Berger Chevrolet for repair of the seat. Since the vehicle carried a 50,000 mile or 4 year manufacturer's warranty, whichever occurs first, it was already out of the warranty period. [REDACTED] also did not purchase extended warranty insurance. They are required to pay for their own repairs at this time.

I have concluded therefore, that Berger Chevrolet, Inc. has not violated the Michigan Consumer Protection Act or any provisions of the Michigan Motor Vehicle Code, and I would ask that this complaint be dismissed.

In closing, I can't help but have sympathy for the [REDACTED] predicament, as I would agree that seats do not normally break down as this one has. I feel that this is probably a manufacturer's defect, and not one caused by the dealer. Therefore, I suggest that the [REDACTED] direct their complaint against General Motors as the responsible party.

Department of Attorney General
November 4, 2002
Page 2

I trust that this response has sufficiently answered any questions the Attorney General may have, and that this matter will be summarily dismissed. However, should you require any additional information, feel free to contact me at your convenience.

Very truly yours,

KELLY, HENKEL, DAVID & MISSAD, P.C.


By Michael F. Kelly

MFK/mkb

cc: Mr. Matthew S. Berger
Mr. Brian Lloyd

C:\MyFiles\msa\Berger\attorney-general2.wpd

Some of the complaints found at www.NHTSA.gov

★ Make: CHEVROLET Model: EXPRESS Year: 2000 Complaint Number: [REDACTED]
Summary: WHILE DRIVING TRACK BOLTS BROKE FOR THE SECOND TIME. CONTACTED DEALER, AND THE DEALER CANNOT FIND A REMEDY. *AK THE POWER SEAT ANCHOR BROKE AND DETACHED FROM THE SEAT TRACK WHILE DRIVING ALMOST CAUSING LOSS OF CONTROL. *MJ

★ Make: CHEVROLET Model: EXPRESS Year: 2000 Complaint Number: [REDACTED]
Summary: CONSUMER STATES THAT DRIVER SEAT CAME OFF THE TRACKS CAUSING THE SEAT TO MOVE BACKWARD AND FORWARD. TS

★ Make: CHEVROLET Model: EXPRESS Year: 2000 Complaint Number: [REDACTED]
Summary: 1ST TIME SEAT BROKE WAS COVERED UNDER WARRANTY. 2ND WAS ON ME, MILEAGE OVER 60000. THE BRACKET THAT HOLDS THE SEAT IS LIKE 4 THIN WASHERS, 1ST TIME 2 BROKE, DEALER REPLACED. LESS THAN 6 MONTHS LATER, THEY ALL BROKE. I HAD TO WIRE THE SEAT IN PLACE TO STOP FROM COMING COMPLETELY OFF. CAN'T USE THE 6 WAY POWER AT ALL, FOR FEAR OF SOMETHING ELSE COMING OFF OR BRAKING. I WOULD GUESS THAT THERE OTHER FULL SIZE VANS OUT THERE THAT HAVE THE SAME PROBLEM. THE DEALER MIGHT SAY ITS ON THE CONVERSION COMPANY, BUT IT WASN'T IN MY CASE. THANK YOU. *TS
ENLM **DIMSII IVOQ ENTRY POSTED AFTER 12-12-02 CUT OVER TO
ART# 6904770174

Attn. Cindy
- Please refile complaint
with GM or Chevy
Thank You



Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: May 24, 2000 Component: SEAT BELTS:FRONT:ANCHORAGE Summary:

★ THE REAR SHOULDER BELTS CROSS THE SEATED ADULT OCCUPANT ON HIS/HER NECK. ON A CHILD, THE BELT CROSSES THE CHILD'S HEAD. IN A CRASH, THE BELTS WOULD BE HAZARDOUS AND CAUSE INJURY. THE BELT MOUNTING POINT IS AT THE INTERSECTION OF THE WALL AND THE CEILING OF THE VAN AND IS 50 INCHES ABOVE FLOOR ON THE REAR SEATS. CHEVY'S FRONT SEATBELTS ARE 39 INCHES ABOVE THE FLOOR AND THEY CROSS THE OCCUPANT'S SHOULDER. CHEVY HAS REC'D OUR LETTER, REFERENCE # [REDACTED] AND THEY REPORT THEY CANNOT CHANGE THE ANCHOR POINT. THIS VAN HAS BEEN UPFITTERD BY TRAIL WAGONS INC. OF YAKIMA, WA, 1 800 552 8886. WE RECOMMEND THE SHOULDER MOUNTING POINT FOR THE THREE REAR SEATS BE RELOCATED AT EYE LEVEL OF THE SEATED OCCUPANT (SEE WWW.ANDOAUTO.COM/INSTRUCTION4.HTM). THANK YOU.

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 1 ODI ID Number : [REDACTED] Date of Failure: January 2, 2002 Component: SEATS:FRONT ASSEMBLY:POWER ADJUST Summary:

★ MY WIFE WAS SITTING IN THE DRIVER SEAT OF THE VAN. THE VAN WAS PARKED. HER LEG MADE CONTACT WITH THE POWER SEAT CONTROL MOVING THE SEAT FORWARD AND TRAPPING HER IN THE VEHICLE WITH HER KNEE STUCK UNDER THE DASHBOARD. THE SEAT WOULD NOT RETURN TO IT'S ORIGINAL POSITION AND THERE IS NO RELEASE MECHANISM OTHER THAN THE POWER CONTROL KNOB. THE SEAT WAS INSTALLED BY MARK III CONVERSION VANS AND SOLD AS NEW BY THE D & C CHEVROLET GM DEALER. *AK

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: January 1, 2002 Component: STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS Summary:

★ SIDE DOOR HINGES ARE STIFFING UP. TRIED OILING NUMEROUS TIMES. DOOR IS VERY HARD TO OPEN AND CLOSE. IF SOMETHING WOULD HAPPEN MY YOUNGER KIDS WILL NOT BE ABLE TO PUSH DOOR OPEN. *AK

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: March 1, 2001 Component: VEHICLE SPEED CONTROL Summary:

VAN FAILS TO DECELERATE WHEN ACCELERATOR PEDAL IS RELEASED MAKING IT DIFFICULT TO STOP IN AN APPROPRIATE DISTANCE. VERY UNSAFE IN WINTER DRIVING CONDITIONS. ALSO ACCELERATES ON ITS OWN TO APPROX. 10MPH FROM A DEAD STOP. *

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: October 1, 2000 Component: SUSPENSION:FRONT Summary:

* THERE IS A CLUNKING NOISE WHEN APPLYING BRAKES AT SPEEDS OF 20 MPH, AND UNDER ON BOTH CORNERS OF FRONT END. AFTER 13 ATTEMPTS OF TRYING TO FIX DEFECT, MANUFACTURER IS BUYING VEHICLE BACK. *AK *SLC

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: November 15, 2000 Component: VISIBILITY:REARVIEW MIRRORS/DEVICES:EXTERIOR Summary:

* BOTH OF EXTERIOR MIRRORS WOULD SEVERELY SHAKE WHILE TRAVELING AT HIGHWAY SPEED OF 55 MPH OR MORE, IT CAUSES PROBLEM WITH VISIBILITY. DEALER WAS NOTIFIED, AND HAS REPLACED MIRRORS ONCE, AND ADDED ON STICK ON WEIGHTS. BUT, PROBLEM STILL REOCCURRING. *AK

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: December 1, 2000 Component: SEAT BELTS:FRONT:BUCKLE ASSEMBLY Summary:

* CONSUMER'S CHURCH BUS WAS AFFECTED BY RECALL 00E048000. HOWEVER, DEALERSHIP WAS ONLY ABLE TO REPAIR 2 OF 30+ SEAT BELT BUCKLES IN VEHICLE BECAUSE OF FINANCIAL ISSUES BETWEEN DEALER AND MANUFACTURER, AM-SAFE. *AK DEALERSHIP REPAIRED 2 VEHICLES, APPROXIMATELY 60 BELTS, NO FURTHER REPAIRS WILL BE DONE UNTIL PAYMENT IS MADE FROM AM-SAFE-COMM PRODUCTS. *TT

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: Component: SEAT BELTS:FRONT:ANCHORAGE Summary:

* WHILE DRIVING, SEAT BELT FEMALE PART IS TOO LONG AND PULLS UP WHEN IN USE. THIS VEHICLE USES THE 3 POINT BELT SYSTEM, THE LAP PART OF THIS BELT SYSTEM RIDES TOO HIGH IN THE STOMACH AND CHEST AREA. *JG *AK

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: June 24, 2002 Component: SEAT BELTS:FRONT:RETRACTOR Summary:

* DEALER HAD TO REPLACE SEAT BELT RETRACTOR TWO TIMES BECAUSE IT FAILED TO LOCK PROPERLY, 2ND ROW SEAT, DRIVER'S SIDE. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION

Make : CHEVROLET Model : EXPRESS Year : 2000 Crash : No Fire : No Number of
Injuries: 0 ODI ID Number : [REDACTED] Date of Failure: July 2, 2002 Component: SEAT
BELTS:FRONT:RETRACTOR Summary:

SEAT BELTS IN REAR OF VEHICLE IN THE CAPTAINS CHAIR ARE NOT
WORKING PROPERLY. SEAT BELT WILL NOT COME OUT, AND THEY ARE
STUCK. ANYONE WHO SITS IN THAT SEAT CANNOT USE SEAT BELT.
CONTACTED DEALER ,AND THE DEALER WAS NOT WILLING TO DO
ANYTHING.*AK *SCC

Make : CHEVROLET Model : EXPRESS Year : 2000

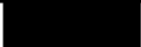
Crash : No Fire : No Number of Injuries: 0

ODI ID Number : [REDACTED] Date of Failure:

Component: SEATS

Summary:

THIRD SEAT, SEAT BELT RECETVER BROKEN AT DELIVERY, REAR SEAT
WAS FOLDED DOWN IT BROKE AGAIN

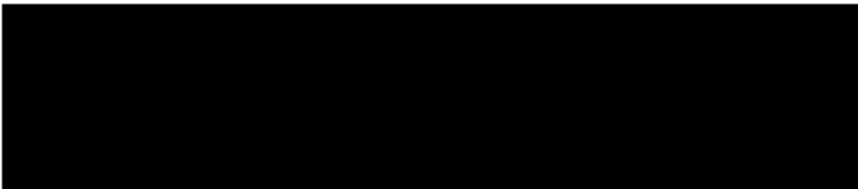

Grand Rapids, MI 

To whom it may concern:

In addition to our seat problems, we have also experienced other serious safety issues. They are listed below, starred and highlighted from other internet customer complaints.

- *Faulty brakes
- *Passenger door is barely operable
- *Seatbelts don't stay latched and are therefore worthless
- *Vibration in mirrors causing poor visibility

Though all these safety issues concern us, it is the seats falling off while driving that has raised the most concern. We feel that the responsible party should buy back this unsafe and defective vehicle since we are no longer able or willing to drive it.



To: Matt Berger
From: David Nellis

Dear Mr. Berger,

On 9-19-02 I spoke to your service manager, Kim Kahler, about a situation that arose concerning the 2000 Chevy Express Conversion Van we purchased from your dealership. Let me start by saying my children [REDACTED] and their mother, [REDACTED] are my heart and life. Approximately two years ago, I signed the dotted line and committed myself to a \$500 payment for five years, believing I was doing the right thing for my family. Though it's been a struggle at times, I've made these payments and will continue to do so. My wife's parents live in Warrensburg, Missouri and because of her frequent visits back home and my three babies, I decided to make the sacrifices necessary to be sure they drove something safe and dependable, or so I thought.

It was on one of these recent trips that my entire family was put in great jeopardy. As it happens, my wife drove over some railroad tracks when she thought she heard a snap. When she applied her brakes, she was thrown forward into the steering wheel. Amazingly the drivers seat, other then a few wires, fell completely off! Subsequently, the seat was strapped down with bungee cords in order to get back home. I have never heard of a seat falling off of a two-year-old vehicle, or a twenty-year-old vehicle for that matter. The fact that it happened infuriates me! The way this was handled by your service manager is intolerable. Thursday, September 19, 2002 my wife and nephew dropped off the vehicle to have it repaired for a weekend trip we had planned to West Virginia. After a little phone tag, Mr. Kahler informed me Berger would take no responsibility for my wife's driver's side seat falling off. Instead, he gave me an estimate for \$793.22 to replace the seat. He recommended I "open communication lines with Majestic or General Motors."

Thank God that the seat didn't fall off while my wife was rounding a corner at 70 mph on a crowded highway or climbing or descending a steep grade in the Appalachians mountains; but rather, in town at a slow rate of speed where she could regain control of the vehicle saving her and my children from serious injury or death. It appears that your service department managed by Mr. Kahler saw fit to re-bungee my wife's seat and send us on our way!

How many Chevy Express Conversion vans have had their drivers' seats fall off anyway? Is this a common problem? Should this be expected? Are the other seats going to stay put and protect my family in a collision? Will the new seat they want me to pay to have installed also be defective? Who knows! With the amount of recalls I've received on my 99 Silverado it makes me wonder if GM and recalls just go together. Someone needs to address these questions and take care of my problem ASAP! What we have so far is an aloof service manager playing the blame game. I also own and operate my own business, when I receive a service call, I take care of the customer's problem (under warranty or not) and figure out who to blame later. In your business, where lives are at stake, responsible people will always put life before profits. Where does this passing the buck end? Mr. Kahler says I should call GM or Majestic. Majestic may well say it is the fault of the some little factory that manufactures the seat itself. The seat company blames the manufacturer of the brackets, etc, etc.... Believe me I won't be playing this game.

Mr. Berger, you sold me this vehicle, you take care of the problem. Otherwise, I can assure you the calls I will be making will be to the Attorney General and whatever other consumer agencies he can suggest. I'll call TV8, 13 Eye On Your Side, the GR Press, and Ralph Nader. Take care of this problem before it becomes a real problem. There will be plenty of time for pointing fingers and laying blame later. I would suggest you find out why this seat would just fall off before someone else pays with his or her life.



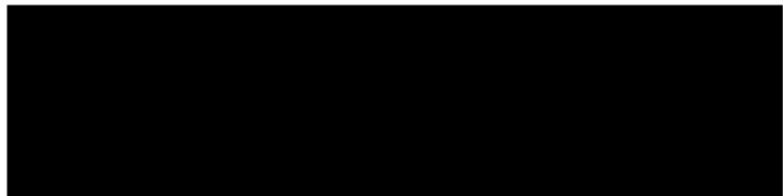
Original Complaint
for 1st broken
seat
Drivers Front

Hi Jane,

This is some of the correspondence between myself & other concerning the many safety issues we've had with our 2000 Chevy Express. We've put it in storage until the matter is resolved. I'm afraid the evidence of these safety defects are the only way we'll get any help

Note Faxed
to GMAC

Thanks



2000 EXPRESS CARGO VAN

VORTEC 5700 V8 SFI ENGINE

4 SPEED ELECTRONIC AUTOMATIC

EXTERIOR ONYX BLACK

INTERIOR NEUTRAL VINYL TRIM



The Most Dependable, Longest-Lasting Trucks.

CHEVY TRUCKS

STANDARD EQUIPMENT

Items Featured Below are Included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

OPERATING FEATURES:

- POWER STEERING
- DISC/DRUM BRAKE SYSTEM WITH FRONT DISC BRAKE WEAR SENSORS
- INDEPENDENT FRONT SUSPENSION
- 2 STAGE MULTI-LEAF RR SPRINGS
- FRONT STABILIZER BAR

SAFETY FEATURES:

- DUAL FRONTAL AIR BAGS
- DAY TIME RUNNING LAMPS
- CHILD SECURITY LOCKS
- FOUR WHEEL ANTILOCK BRAKES
- CENTER HIGH MOUNTED STOP LAMP
- STEEL SIDE DOOR BEAMS
- ENERGY ABSORBING STRG COLUMN
- PASSLOCK THEFT DETERRENT

CONVENIENCE FEATURES:

- AM/FM, SK&SC, CASSETTE & CLOCK
- SOLAR-RAY TINTED GLASS
- INTERMITTENT WIPER SYSTEM

- FRONT/SIDE WINDOW DEFOGGER
- GAGES AND TRIP ODOMETER
- 31 GALLON FUEL TANK
- SWING OUT SIDE DOORS
- SWING OUT GLASS-REAR AND SIDE
- FOLD AWAY EXT MIRRORS
- POWER OUTLET
- DUAL HALOGEN HEADLAMPS

OTHER ADDED FEATURES:

- FULL SIZE SPARE TIRE
- BASE COAT CLEAR COAT PAINT
- STAINLESS STEEL TRIM RINGS
- W/CHROME CENTER CAPS
- CORROSION PREVENTION PACKAGE
- FRONT/REAR CHROME BUMPERS
- 3 YEAR/36,000 MILE LIMITED BUMPER-TO-BUMPER WARRANTY
- COURTESY TRANSPORTATION
- 24 HR ROADSIDE ASSISTANCE
- CUSTOMER ASSISTANCE

STANDARD VEHICLE PRICE

Options Installed by Manufacturer

PREFERRED EQUIPMENT GROUP 1SF CONSISTS OF:

- UPFITTER PKG WHICH INCLUDES:
 - FRONT AIR CONDITIONING
 - FRONT AND REAR CHROME BUMPER
 - POWER LOCKS & POWER WINDOWS
 - TILT WHEEL & SPEED CONTROL
 - WINDOW PACKAGE: REAR DOOR & REAR SIDE DOOR
 - TEMPORARY DRIVER'S SEAT WITH LH/RH BELTS AND RISERS
 - REAR SIDE CARGO DOOR HINGED 60/40 SPLIT
- DEEP TINTED GLASS
- ELECTRIC EXTERIOR MIRRORS
- ILLUMINATED VISOR MIRRORS
- AM/FM STEREO W/CASSETTE & ATC
- LEATHER WRAPPED STEERING WHL
- POWER ANTENNA
- REMOTE KEYLESS ENTRY
- ALUMINUM WHEELS

VORTEC 5700 V8 SFI ENGINE
AM/FM STEREO W/CASS & CD PLAYER
(REPLACES RADIO IN OPTION PACKAGE)

ELECTRIC REAR WINDOW DEFOGGER
P235/75R15 ALL SEASON WHITE
OUTLINED LETTER TIRES-FRS
POWER PASSENGER SEAT ADJUSTER
SIX-WAY POWER DRIVER SEAT
7100 LB GVW RATING
FEDERAL/NORTHEAST EMISSIONS
REAR AXLE - 3.73 RATIO
4 SPEED ELECTRONIC AUTOMATIC
TRANSMISSION WITH OVERDRIVE
FRONT/SIDE/REAR DOOR TRIM PANEL
FRONT LICENSE PLATE MOUNT

TOTAL OPTIONS

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at your dealer

CITY MPG

14



HIGHWAY MPG

18

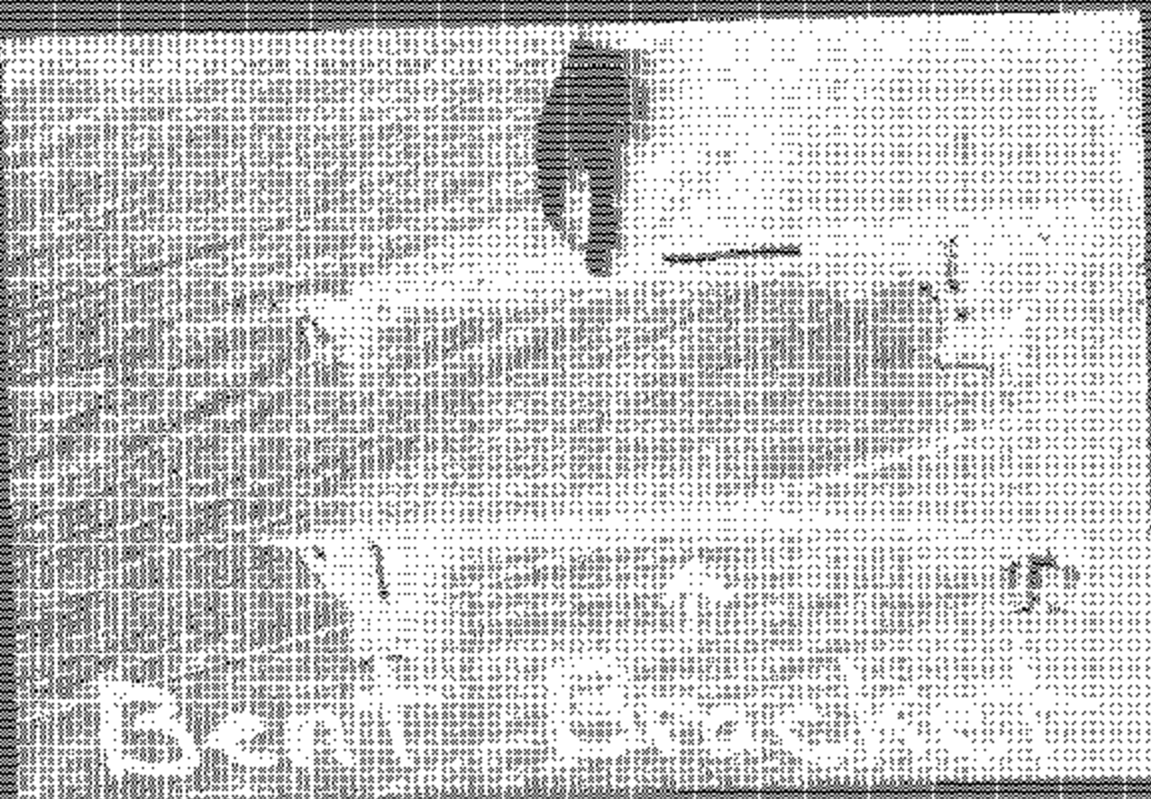
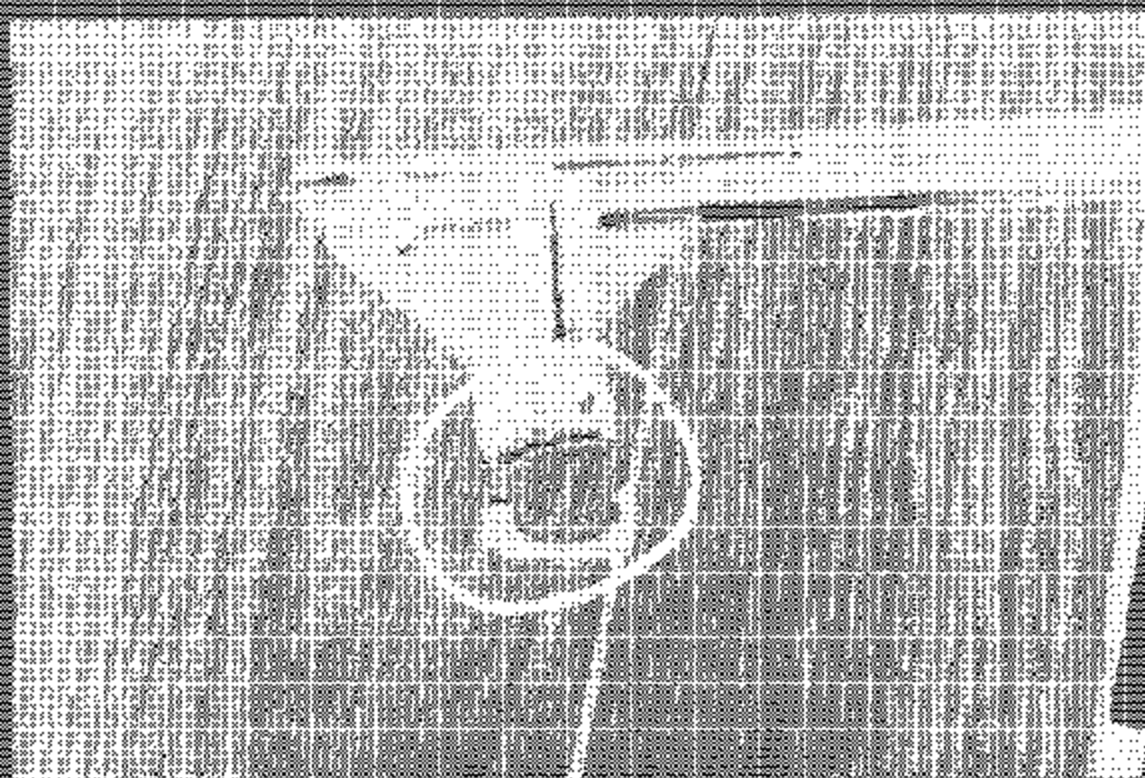
Actual mileage will vary with options, driving conditions, driving habits and vehicle condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

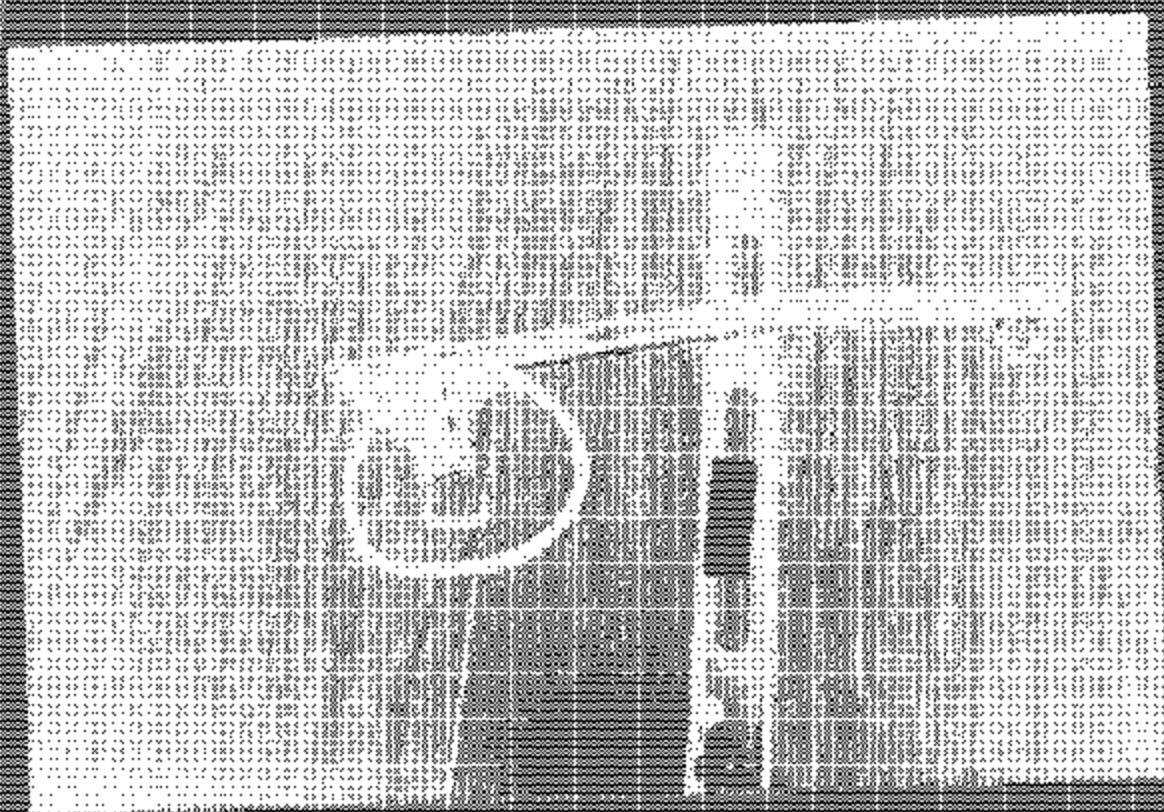
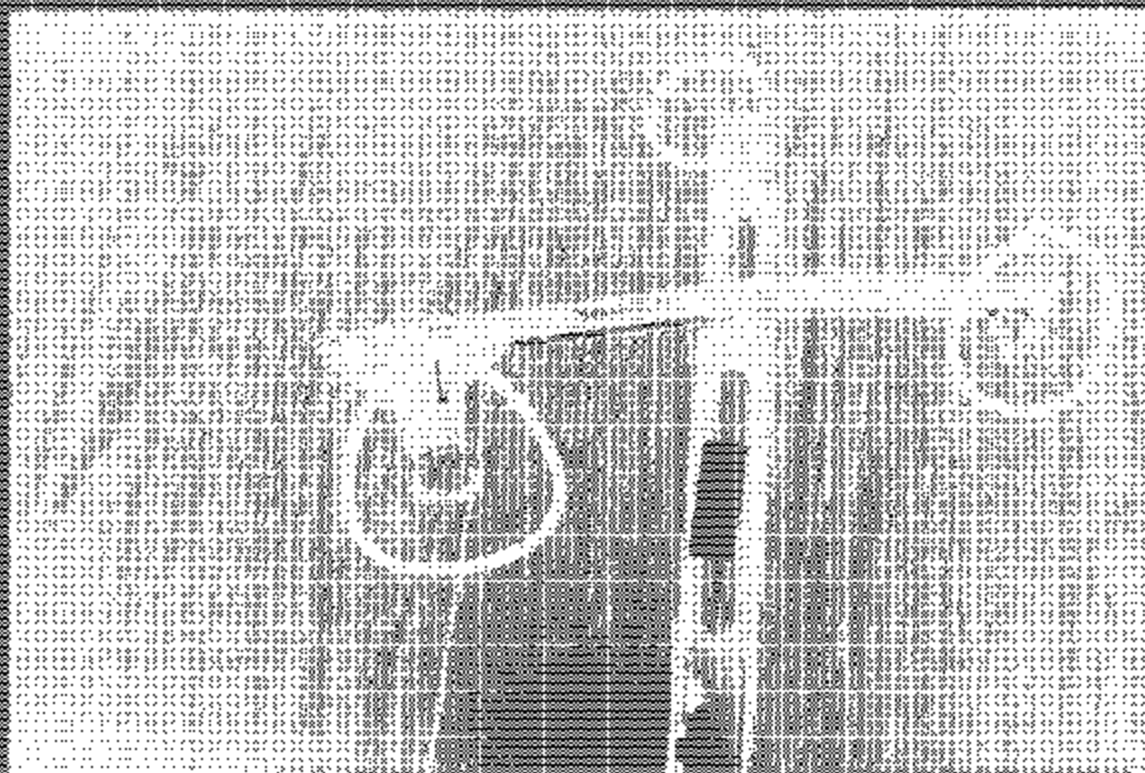
11 and 17 mpg in the city
and between
15 and 21 mpg on the highway.

2000 G1500/G2500 CHEVY VAN 2WD
6.7 LITER V8 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1201

For comparison shopping,
all vehicles classified as
VAN
have been tested mileage
ratings ranging from
12 to 16 mpg city and
15 to 22 mpg highway

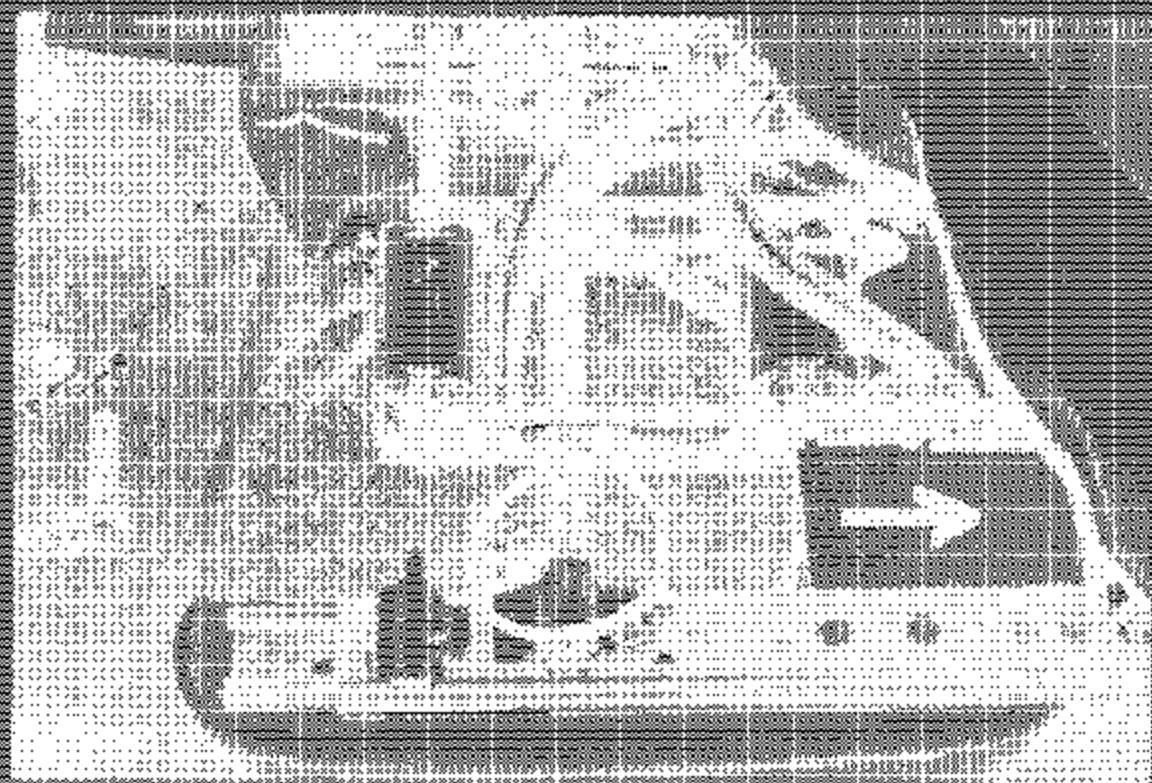


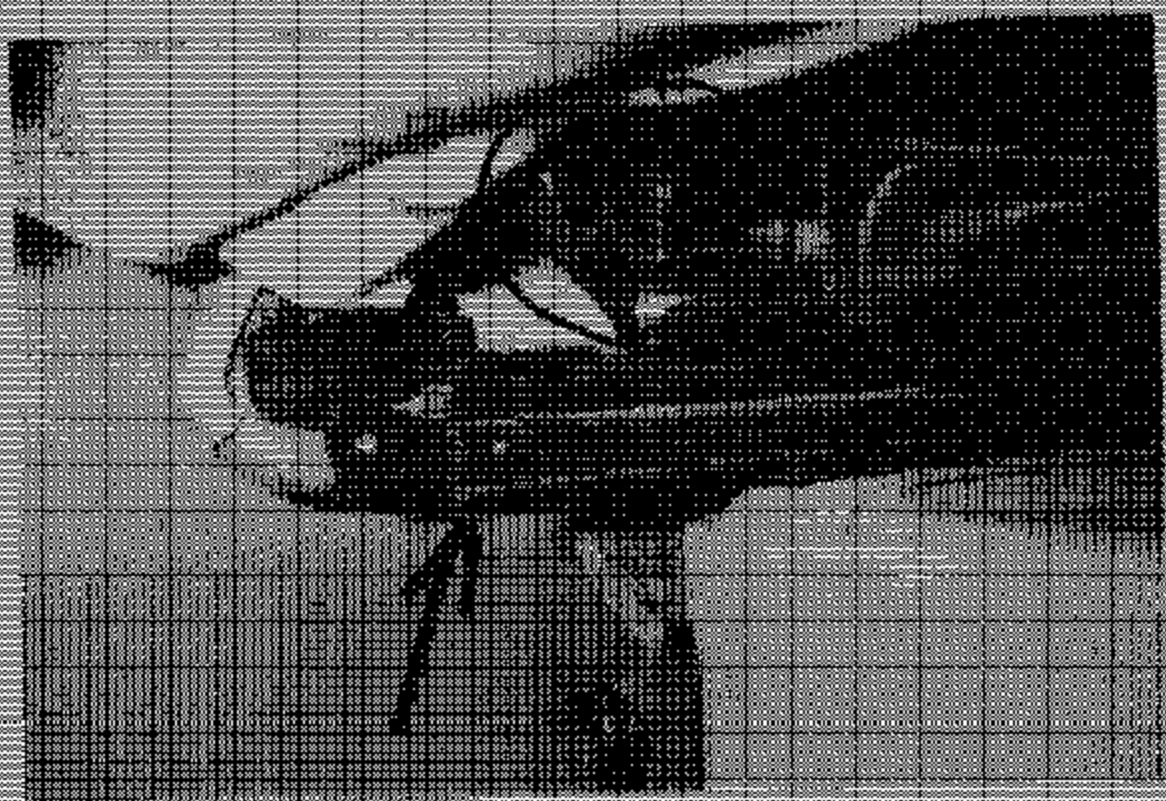


1101-5-BK-11



The seat only attached
by electrical wires





**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).**