



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

Repository

004 JAN 14 11 5: 20 AM '03
DOT-100147

Reference No.
10042310

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH TONAWANDA

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? YES NO
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/22/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located on hood or below of windshield on driver's side

1GNDU03E32

Make

CHEVROLET

Model

VENTURE

Model Year

2002

Date Purchased

06/28/02

Dealer's Name and Telephone Number

Paddock Chevrolet 876-0945

Engine:

6

No. Cylinders

Fuel Type:

Unleaded Gas

Original Owner

Dealer's City

Kenmore

State

NY

Zip Code

14217

Transmission Type

Automatic

Anti-lock Brakes

Cruise Control

Powertrain

Vehicle Component Code

162300 STRUCTURE:BODY:DOOR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-SEP-2003

Failure Mileage

12,256

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: DOTM18ABC096)

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, failure(s), crash(es), and injury(es).)

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(es).

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).

OWNER STATES THAT FRONT DOORS DO NOT UNLOCK FROM THE INSIDE OF VEHICLE. DEALERSHIP HAS BEEN NOTIFIED. *AK

Drivers side Sliding door does not always unlock. It is intermittently. Which makes the remote inoperable as well as the door switch. The dealer could not duplicate the problem. The technician cleaned the electrical contacts. Since the electrical contacts are exposed to the weather elements this could again be a problem. This concerns me because should I ever need to get the door open in an emergency, I might not be able to.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-570) 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.

**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).**