



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 2004 FEB 12

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

AM 11:40
08-JAN-2004

Repository ☐

Reference No.
10053670

OWNER INFORMATION (Type or Print)

Name

Address

City

NASHUA

State

NH

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

☒ YES

Signature of Owner

VEHICLE INFORMATION

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

1GNDK03E4Y

Make

CHEVROLET

Model

VENTURE

Model Year

2000

Date Purchased

9-22-00

Dealer's Name and Telephone Number

Max Mulkin Chevrolet 603-888-1121

Engine:

No. Cylinders - 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Nashua

State

NH

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

111000 ELECTRICAL SYSTEM: BATTERY

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-JAN-2004

Failure Mileage

38500

Failure Speed

30

1) AC DELCO BATTERY
2) Intake manifold gasket.

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: DOTM19ABC038)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

3

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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 APPROXIMATELY 30 MPH VEHICLE STALLED. DEALER REPLACED DELCO BATTERY. ALSO, TECHNICIAN INDICATED THAT INTAKE MANIFOLD BROKE AND NEEDED TO BE REPLACED. *AK

- 1) Car would not start in grocery store parking lot. (There was no problem with the car when starting driving to this original destination.) AAA jump started the battery. The repairman said there should be no problem getting home (approx. 3 mi. away) but to consider getting a new battery. He's seen a lot of these batteries just die with no warning.
- 2) On the way home, while driving at approx. 30 mi/hr, the car battery experienced a catastrophic failure. It was evening, the car lights, power, etc. just turned off. My daughter had been following me with a mother (over)

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

This 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)

vehicle. Fortunately, because she was aware of the trouble I had just had with the car - she was able to slow down traffic in back of us as I slid into a side street with no power steering, brakes, lights etc. I do not think I would have averted a car accident if someone else (who was unaware of the previous problem) was in back of me.

3) AAA was again called to help. The serviceman was surprised that I had experienced another problem with the car. Looking under the hood it was discovered that the AC Delco battery (original mfg. part) positive post had separated from the battery - no signs of corrosion or wear. The car was towed to Mac Hukin Chevrolet. The dealer replaced the battery at our cost - they said it was a 5yr battery but was only warranted for 3yrs due to the car's 3yr purchase warranty. While in for repair a technician realized that the intake manifold gasket needed replacement + would cost about \$100.00 in addition to the battery replacement (of \$150.00). The gasket repair was important because the coolant could mix with oil causing catastrophic engine failure, unexpectedly causing safety issues while driving. My husband & I met with the service manager the next morning. He had already contacted the manufacturer, who US Department of Transportation agreed to pay for labor & parts for the gasket replacement but not for the battery replacement. We believe both issues - the National Highway Traffic Safety Administration battery & the intake manifold gasket failures are potentially serious safety issues + warrant recall by the car manufacturer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

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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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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

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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Administration
http://www.nhtsa.dot.gov/defects