



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 100148

Date Received

30-JUL-2004

Repository ☐

Reference No.
10083033

OWNER INFORMATION (Type or Print)

Name

Address

City

LANDFALL

State MN

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 8/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located in location of windshield on driver's side

1GNDU03E7XD

Make

CHEVROLET

Model

VENTURE

Model Year

1998

Date Purchased
17-DEC-01

Dealer's Name and Telephone Number
DENNY HECKER'S 661-8335455

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
ROSEVILLE

State
MN

Zip Code
55113

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
080000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-SEP-2002

Failure Mileage
47358

Failure Speed
40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM19A80038)

☐ 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

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).

WE HAVE A 1998 CHEVROLET VENTURE THAT WE PURCHASED IN DEC. 2001. WE DID NOT PURCHASE A WARRANTY. A COUPLE OF WEEKS AFTER THE PURCHASE THE "CHECK COOLANT" LIGHT CAME ON AND STAYED ON. WE HAD TO KEEP ADDING COOLANT. I DO NOT WORK ON CARS AND HAD A VERY SICK WIFE. SO THE LIGHT WAS A MINOR STRESS AT THE TIME. I'D TAKEN THE CAR TO GET LOOKED AT AND THEY SAID "THE COOLANT IS LEAKING INTO THE ENGINE, AND THE ENGINE IS GOING" WELL FOR A CAR WITH JUST OVER 23,825 MILES ON IT, I WAS VERY STEAMED. IT LASTED TILL 47,358 MILES AND MY WIFE WAS STRANDED ON THE ROAD. THE CAR WAS TOWED AND SAT AT THE CHEVY DEALERSHIP FROM SEPT. 9TH TILL DEC. 12TH 2002. WHILE STILL PAYING \$437.00 A MONTH PAYMENT. WE HAD A USED ENGINE PUT IN IT BY THE CHEVY DEALERSHIP WHICH HAD 20,000 LESS MILES ON IT, AND TODAY HAS 74,000 MILES ON IT. WE PAID \$2,400 FOR THIS USED ENGINE. I JUST FOUND OUT THAT THE O2 SENSOR JUST WENT OUT ON US. BUT IF THERE IS A DEFECTIVE ENGINE OR SIMILAR PARTS ON IT, IS THIS GOING TO HAPPEN AGAIN- JUST A MATTER OF TIME?

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.

**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).**