



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 100192

Date Received

Repository

2004 SEP 28 AM 9:38
20-AUG-2004

Reference No.
10089365

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Address [REDACTED]

Evening Telephone Number [REDACTED]

City DOTHAN

State AL

Zip Code [REDACTED]

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 ____/____/____

VEHICLE INFORMATION

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

Make

Model

Model Year

1GNDX03E51D [REDACTED]

CHEVROLET

VENTURE

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Mar 2001

Bay Hughes Chevrolet

No: Cylinders

Gas

Original Owner

Dealer's City

State

Zip Code

Enterprise

Enterprise

AL

[REDACTED]

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

Cruise Control

FRONT WHEEL DRIVE

036400 SERV'CE BRAKES, HYDRAULIC:ANTILOCK:ABS WARNING LIC

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

TRANSMISSION FAILURE, BATTERY, INTAKE MANIFOLD, BRAKE CYLINDERS REAR WATER PUMP

07-JUL-2004

22531

Jan 10, 2003

Dec 2, 2002

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:

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

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).

CONSUMER COMPLAINED ABOUT AN ABS BRAKE SYSTEM PROBLEM. THE REAR BRAKE CYLINDER BROKE, AND VEHICLE LEAKED BRAKE FLUID. ALSO, INTAKE MANIFOLD LEAKED COOLANT INTO THE ENGINE. IN ADDITION, DELCO BATTERY BROKE, AND LEAKED ACID. THE BATTERY WAS REPLACED TWICE, BUT PROBLEM RECURRENT. *AK

* automatic transmission - January 10, 2003
see attached sheet - 22,531 X-MISSION FAILED

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 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)

march 2002 - computer malfunctioned
July 2002 - VCR failed electrically, required replacement
Dec. 2, 2002 Defective battery
Dec 10, 2002 Electrical controls for outside mirrors
Jan 10 2003 Automatic transmission replaced
mileage 22,531
July 7, 2004 Both rear brake cylinders failed
Aug 12, 2004 gasket leaks on water pump -
intake manifold
Aug Battery replaced due to being cracked
this is the 3rd battery for this car

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

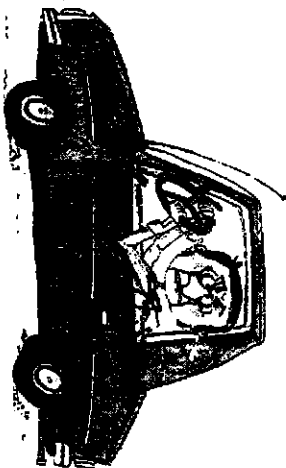


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



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



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(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**



Solomon

 CHEVROLET  Cadillac
P.O. Box 8128 4886 Montgomery Hwy
Dothan, Alabama 36304
1-800-408-8253/1-334-793-3444

1-800-222-1020
CHEVROLET MOTOR DIVIS
PO Box 10063
TOLEDO, OH
43682-4081

This young lady _____
was notified in regards
to transmission. -Ake
documented all info - delete
She no longer works there

Jeanne Watkins
866-952-4368
EXT 58528
File #
1-65622250

January 10, 2003

Dothan, AL _____

866-932-4368
Ext 38541
call back

Dear _____

12-2 Saturday
1-245-879911

We would like to take this opportunity to thank you for your business. The primary goal at Solomon Chevrolet-Cadillac is to exceed customer expectations and for you to be *Completely Satisfied* with our work. If you are *Completely Satisfied* with our performance please indicate so on the survey that you should be receiving shortly from General Motors. If you are not *Completely Satisfied* with our performance please contact your Service Advisor, ~~Johnny~~ _____ at 793-3444 or 800-408-8253 to resolve the problem. Once again, let me stress that customer satisfaction is a high priority at Solomon Chevrolet-Cadillac.

Sincerely, _____
new contact - who is _____ Sunshine
affects said - Chevrolet will do nothing
as they bear no responsibility. ^{masson}

7 July, '04

Solomon Chevrolet-Cadillac
Service Staff

- REPLACED BOTH REAR WHEEL BRAKE CYLINDERS AS THEY POPPED OPEN & STARTED LEAKING BRAKE FLUID
- 12 AUG '04
- LEAKING WATER INTO INTAKE MANIFOLD

TO: SOLOMON CHEVY JOHNNY CHOCHRAN, SERVICE
ADVISOR JANUARY 12, 2003

FROM: [REDACTED]
[REDACTED]
DOTHAN, AL. [REDACTED]
PH. [REDACTED]

SIRS:

I PURCHASED MY 2001 CHEVY VENTURE VAN NEW ON 3/1/01 (VIN 1GNDX16N10E51000510 [REDACTED]). CURRENTLY, IT HAS 22,531 MILES ON IT. THE VAN HAS BEEN DRIVEN LOCALLY AND HAS ALWAYS HAD ALL OF THE PREVENTATIVE MAINTENANCE CONDUCTED PROMPTLY AND ON SCHEDULE.

SO FAR, IT HAS PERFORMED SATISFACTORILY WITHOUT MAJOR BREAKDOWN. HOWEVER, RECENTLY I AM NOT PLEASED WITH SOME OF THE FAILURES EXPERIENCED, DUE TO NO FAULT OF MINE OR TO THE PREVENTATIVE MAINTENANCE THAT IT HAS UNDERGONE.

THE LOCAL DEALERS, SOLOMAN CHEVY AND RAY HUGHES CHEVY, HAVE BEEN VERY PROMPT AND FRIENDLY IN CORRECTING THE PROBLEMS THAT HAVE BEEN IDENTIFIED. THE PROBLEMS IDENTIFIED SO FAR ARE AS LISTED BELOW:

- * 1. IN MARCH 2002 THE VAN'S COMPUTER MALFUNCTIONED. THE VAN WAS RETURNED TO RAY HUGHES CHEVY REQUIRING REPAIR, WAS REPAIRED AND HAS NOT YET FAILED AGAIN. NO REASON WAS GIVEN FOR THIS ELECTRICAL/ELECTRONIC FAILURE.
- 2. ON JULY 2, 2002 THE VCR THAT RAY HUGHES CHEVY INSTALLED INITIALLY WHEN THE VAN WAS PURCHASED, TOTALLY FAILED ELECTRICALLY AND REQUIRED REPLACEMENT BY RAY HUGHES. SO FAR, IT HAS NOT FAILED AGAIN.
- * 3 ON DECEMBER 2, 2002, BATTERY ACID WAS OBSERVED ON THE FLOOR OF MY GARAGE DIRECTLY UNDER THE VAN'S BATTERY. SOLOMAN CHEVY REPLACED THE DEFECTIVE

BATTERY. THE BATTERY POST AND OR POSTS ON THE DEFECTIVE BATTERY HAD APPARENTLY BEEN "OVER-TORQUED" AT THE FACTORY WHEN THE VAN WAS BEING ASSEMBLED. THIS IS/WAS VERY POOR FACTORY QUALITY INSPECTION/CONTROL - RESULTING IN BATTERY ACID LEAKING OUT OF BATTERY AROUND THE BATTERY POST BOLT HOLES. EVEN THOUGH I FEEL THAT SOLOMAN CHEVY WAS PROMPT IN REPLACING THE FACTORY DEFECTIVE BATTERY, I AM AFRAID THAT THE LEAKING ACID HAS DAMAGED THE VAN'S ELECTRICAL SYSTEM AND POSSIBLY THE METAL PARTS IN THE VICINITY OF THE OLD BATTERY. THE REPLACEMENT BATTERY HAS NOT FAILED.

* 4. ON DECEMBER 10, 2002 THE ELECTRICAL CONTROLS FOR THE OUTSIDE MIRRORS WOULD NOT FUNCTION. I FOUND THAT, FOR NO REASON, THE FUSE FOR THE MIRRORS FAILED. I REPLACED THE DEFECTIVE (BLOWN FUSE) WITH A NEW FUSE. SO FAR, THE NEW FUSE HAS NOT FAILED/BLOWN. WHY DID THIS OLD FUSE BLOW? WAS IT THE VEHICLE ELECTRICAL SYSTEM FAILING DUE TO THE BATTERY ACID THAT LEAKED ONTO/INTO VARIOUS WIRING AND ELECTRICAL CONNECTORS FROM THE BATTERY THAT REQUIRED REPLACEMENT ON DECEMBER 2, 2002??

* 5. ON JANUARY 10, 2003 THE AUTOMATIC TRANSMISSION ON THE VAN STARTED MAKING A GRINDING NOISE AND WAS SHIFTING VERY HARD FROM SECOND TO THIRD GEAR. I PROMPTLY TOOK THE VAN TO SOLOMAN CHEVY. THE SHOP SUPERVISOR, A VERY HELPFUL MAN, HAS PROMISED TO REPAIR/REPLACE THE TRANSMISSION DURING THE WEEK OF JANUARY 13, 2003. PERHAPS IT IS JUST THE TRANSMISSION, EVEN THOUGH I HAVE NEVER OWNED A VEHICLE THAT HAS HAD A TRANSMISSION FAILURE WHEN THE VEHICLE HAS/HAD ONLY 22,531 MILES ON IT. HAS THIS NEW PROBLEM BEEN COMPOUNDED BY THE DEFECTIVE-LEAKING-FACTORY INSTALLED BATTERY ?? OR IS THE TRANSMISSION PROBLEM JUST ANOTHER EXAMPLE OF POOR MANUFACTURING QUALITY CONTROL INSPECTIONS BY GENERAL MOTORS?

I AM VERY SATISFIED WITH THE PROMPT SERVICE THAT I HAVE RECEIVED FROM BOTH SOLOMAN CHEVY AND RAY HUGHES CHEVY. HOWEVER, I AM DISAPPOINTED WITH THE TOTALLY

UNEXPECTED FAILURES THAT HAVE HAPPENED TO MY VAN. I HAVE ALWAYS BEEN IMPRESSED WITH CHEVEROLET AUTOMOBILES. IS THIS VAN A "LEMON" OR IS IT THAT ALL CHEVY PRODUCT FAILURES ARE NOW DUE TO POOR MANUFACTURING PRACTICES AND POOR FACTORY QUALITY INSPECTIONS OR IS IT BOTH??

I AM CONCERNED THAT THE VAN WILL CONTINUE TO EXPERIENCE FURTHER PROBLEMS THAT MAY RESULT FROM THE LEAKING BATTERY ACID; FOR A NEW VEHICLE TO HAVE THIS HISTORY OF UNEXPLAINED FAILURES IS ALARMING TO ME. I HAVE NO CONFIDENCE IN REGARD TO THE ELECTRICAL CIRCUITS THAT ARE IN PROXIMATELY TO THIS BATTERY. I BELIEVE THESE CIRCUITS SHOULD BE INSPECTED, CLEANED (WITH AN ACID CLEANER) CHECKED FOR CIRCUIT CONTINUITY TO MAKE SURE THEY ARE FUNCTIONING PROPERLY WITH NO COMPROMISE. THIS WORK COULD BE DONE WHILE THE TRANSMISSION IS BEING REPLACED/REPAIRED, DURING THE WEEK OF JANUARY 13.

PLEASE CONTACT ME IN REGARD TO THIS SITUATION. I WILL BE WAITING FOR A RESPONSE FROM YOU.

ATTENTION; JOHNNY COCHRAN

SEE ATTACHED YELLOW SHEETS

Chevrolet Motor Division
P. O. Box 10063
Toledo Ohio, 43682-4081

August 14, 2004

To: Ms. Sunshine Masson:

From: [REDACTED]
[REDACTED]
Dothan, Alabama [REDACTED]
[REDACTED]

Subj: 2001 Venture Chevrolet Van
VIN 1GNX00E5H [REDACTED]
Current Mileage 42,070

1GNDX03E51D [REDACTED]

I am writing to document various problems with my van which was purchased new in March of 2001 from Ray Hughes in Enterprise, Alabama. (Since that purchase, this dealership has been sold and is now Enterprise Chevrolet.

* As explained to us denote a Manufacturer's Defect by the repair shop for Ray Hughes or Solomon Chevrolet.

** Safety Issue/Potential life threatening due to equipment failure.

March 2002 – Computer Malfunctioned *

July 2, 2002 – The VCR installed initially by Ray Hughes Dealership totally failed electrically and required replacement. *

December 2, 2002 – Defective Battery (original) replaced. Battery Post or posts on battery has been "over torqued" at the factory, when the van was assembled. This resulted in battery acid leaking out of battery around battery posts/poles. I am concerned about the leaking acid in regards to possible damage to electrical system and metal parts of the car. *

December 10, 2002 – Electrical controls for outside mirrors malfunctioned. Replaced defective fuse. Was this connected to battery acid leak?

January 10, 2003 – Automatic transmission on the van started a grinding noise and shifted very hard from second to third gear. Promptly took it to Solomon Chevrolet. The shop supervisor, promised to repair/replace transmission. The mileage on the car at this time was 22,531. *

July 7, 2004 – (41,440) Both rear brake cylinders failed, started leaking brake fluid. The van required new brake cylinder replacement. Jim Whaley Tires and Service (334-794-2030) replaced them at my expense. **

August 12, 2004 – (42,070 miles) Took van to Solomon Chevrolet (334-793-3444) due to “red fluid” on garage floor under van. They checked it and said gasket leaks on (1) water pump and (2) intake manifold.

They could fix it if I paid them hoping to receive refund from my extended warranty; Universal Underwriters Insurance Co. Policy A483494. They recommended that I take the van back to Ray Hughes (Enterprise Chevrolet) for repair.

August 12, 2004 Took van to Enterprise where shop foreman promised to “check it out” and decide what to do in regards to problem. He ordered a “loaner vehicle”.

August 13, 2004 – I called Enterprise Chevrolet and was told the gaskets on water and intake manifold were leaking; as the original gaskets were “thin” and do not last long. But replacement gaskets should last longer. Then mentioned that if I had the loaner vehicle more than 4 days, I would have to pay the expense. Since car was taken in on Thursday, two of the days fall on Saturday and Sunday when the dealership is not open for service, it seems as if the deal should be four (4) working days. *

Let me explain, this van was purchased in 2001 and was the fruition of a desire to own a van for 11 years. My Dad died in 2001 and with money left by him to me, we purchased this van. Paying cash for the car; it was a major purchase for us, we do not trade cars frequently. Never have we owned a “new car”.

You may be wondering what we expect from Chevrolet? Considering this three year history, the record of this car seems poor. I feel Chevrolet should at this point realize that this car does not represent the image of a quality General Motors Vehicle and make good their image. Do I feel confident this car will still be reliable in 10 to 12 years? The answer is a resounding “NO”.

Thank you,

[REDACTED]