



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

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

2004 NOV -3 PM

Reference No.

10099363

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

Daytime Telephone Number

City GRAND RAPIDS

State MI

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of _____, your address to the vehicle manufacturer.

Signature of Owner

Date 10/22/04

VEHICLE INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)
(17 Digits)

1GAH639R8Y1

Make

CHEVY

Model

EXPRESS VAN

Year

2000

Purchased Date

5/29/2000

Dealer's Name

BERGER CHEVY

Engine Size

(DISCO) 350

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

Dealer's City

GRAND RAPIDS

State

MI

Zip Code

No. Cylinders

8

Manufacture Date
(on driver's door or pillar)

MAY 2000

Transmission Type

☒ Manual☐ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbelt☒ Passengerside Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Sport Utility☒ Van☐ Truck☐ Minivan☐ Motorcycle☐ Other

Body Style

☐ 2-Door ☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

GASTANK SENSOR

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes☐ No

NHTSA Previously

Contacted?

☐ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☐ No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

☒ Yes ☐ No

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

I OWN 4 CHEVY PRODUCTS (2001-
SILVERADO PICK UP, 2000 EXPRESS VAN 15 PASSENGER, AND TWO 1999 CK PICK
UP TRUCKS. ALL FOUR HAVE THE IDENTICAL PROBLEM. THE GAS GAUGES
FLUCTUATE BADLY - WHEN THE TANK IS EMPTY, THE GAUGE CAN SAY
ANYTHING FROM 1/4 TO 3/4 FULL. THIS HAS RESULTED IN RUNNING OUT
OF GAS ON VERY BUSY FREEWAYS TO THE BACK COUNTRY. OF THESE 4 VEHICLES
RUNNING OUT OF GAS HAS OCCURRED APX 8 TIMES. 4 OF THESE TIMES NEARLY CAUSED
BAD ACCIDENTS, ONE TIME MY FAMILY WAS STRANDED AT 2:00AM IN A
DESERTED AREA. PLEASE CHECK THE INTERNET SEARCH - GAS GAUGE READING PROBLEMS

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-386-7882

EMPTY FEELING.

THIS WILL EXPLAIN IT ALL.

PLEASE CHECK ON THE INTERNET - THIS EXPLAINS IT ALL.
YAHOO SEARCH: "GAS GAUGE READING PROBLEMS."
THEN SCROLL DOWN TO: THE STAR.COM - THAT EMPTY FEELING

I AM NOT CERTAIN IF ACCIDENTS HAVE BEEN CAUSED BY THIS,
BUT I CAN'T IMAGINE THAT THEY HAVEN'T BASED ON MY
EXPERIENCES. I HAVE TALKED TO MANY OF MY FRIENDS THAT
HAVE THIS SAME PROBLEM. WHEN I SPOKE W/ GM CUSTOMER
ASSISTANCE, THEY TOLD ME THEY HAVEN'T HEARD ABOUT THIS PROBLEM
BEFORE. THE MECHANIC AT BERGER CHRY TOLD ME IT WAS
COMMON. THE INTERNET SITE (ABOVE) TELLS A DIFFERENT STORY.
I HOPE YOU FOLKS CAN DO SOMETHING ABOUT THIS BEFORE PEOPLE
GET KILLED FROM THIS PROBLEM, ASSUMING
IT HASN'T ALREADY HAPPENED.

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

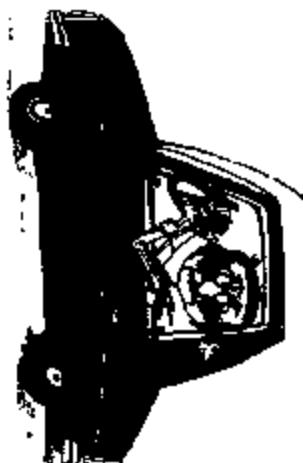
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

www.nhtsa.dot.gov/hotline



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and dial toll free at

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COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

(V00Q)

QUESTIONNAIRE



**VEHICLE
OWNER'S**