



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 100248

Date Received 11-FEB-2005
Repository
Reference No. 10111351

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MILWAUKEE State WI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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 [REDACTED] Date 2-12-2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GBDN19W8Y [REDACTED]
Make CHEVROLET Model ASTRO Model Year 2000
Date Purchased 1/14/2000 Dealer's Name and Telephone Number [REDACTED]
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City MILWAUKEE State WIS. Zip Code 53221
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 110000 ELECTRICAL SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-OCT-2004 Failure Mileage 60,000+ Failure Speed 65 MPH
I THINK IT WAS THE ANTI-THEFT IGNITION SYSTEM. IT HAPPENED LATER WHEN I TRIED TO START IT GOT 461 TQIV

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTMALSABC03E) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

THE VEHICLE WAS ON THE ROAD AT NIGHT WHEN ALL A SUDDEN ALL THE LIGHTS TURNED OFF AND THE VEHICLE SHUT OFF FOR ABOUT 3 SECONDS. TAKEN IN FOR CHECKUP, BUT THE CAUSE IS UNDETERMINED AT THIS 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.

From: [REDACTED]
 To: <dateline@nbc.com>
 Sent: Saturday, February 06, 2005 9:10 AM
 Subject: Chevrolet autos

It all began when my 2000 Astro van would not start. The security light stayed on when it finally started. According to the manual I was supposed to take it right to the dealer. This is what now becomes a problem with how G.M. handles the situation. It will cost \$461.10 to fix this. This sounds normal, but after I checked into it there was a service bulletin put out in June of 2001 which acknowledges this same problem. I checked a little further and found out that they have had this problem since at least 1998 and have done nothing to remedy it.

I am concerned about the safety of this. It is not just a light out or a lock malfunction. It sometimes stalls the car. I didn't know what was wrong at the time when I was on a dark highway up north. I was going about 65/hr, when everything went off [no lights]. It seemed like an eternity, but was only a few seconds. I wrote it off as a glitch until now. Looking further, there are many more people who have had this problem and it sounds like G.M. is doing nothing for them and is doing nothing about fixing this for years.

My sources are.

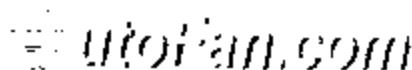
Automotive recalls and technical service bulletins for 2000 Chevy Truck Astro Van v6-262

..... The service bulletin number is 01-08-56-003A June of 01

and Automotive Discussion board a car forum: provide answers to car questions.

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CHEVROLET HAS NOW SETTLED FOR 1/2 THE BILL (\$230,50).
 THIS WAS NOT MY PRIMARY CONCERN. REENGINEERING SOMETHING
 WITH THIS TRACK RECORD (ESPECIALLY PUTTING EVERY
 CUSTOMER & PASSENGER AT RISK FOR THIS LONG) SHOULD
 HAVE BEEN DONE A FEW YEARS AGO.



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- 98 Chevy Malibu Theft System/Passlock - no start - Suzl - 14**
7/26/2002 11:45:35 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Janet - 15**
8/21/2002 6:03:45 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Jay - 16**
6/21/2003 8:30:49 AM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Michael - 17**
1/6/2004 6:17:10 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Iori - 18**
1/12/2004 7:57:50 AM
- └ **98 Chevy Malibu Theft System/Passlock - no start - mali-boo - 19**
2/11/2004 12:55:22 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - trish - 20**
- 3/16/2004 12:15:24 AM
- └ **98 Chevy Malibu Theft System/Passlock - no start - EG - 21**
- 3/25/2004 7:44:48 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Chuck - 22**
6/10/2004 10:13:36 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Stan - 23**
- 6/20/2004 8:16:16 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - bill - 24**
2/16/2004 9:53:16 PM
- └ **READ THIS IF YOU HATE PASSLOCK - Ely, Nevada - 25**
12/10/2004 9:48:22 PM
- └ **READ THIS IF YOU HATE PASSLOCK - Beverly - 1/18/2005 - 26**
6:39:42 AM
- └ **98 Chevy Malibu Theft System/Passlock - no start - trish - 27**
3/16/2004 12:09:34 AM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Edward Vigil - 28**
9/15/2004 1:10:30 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - RICH - 29**
12/5/2003 11:57:07 PM
- └ **98 Chevy Malibu Theft System/Passlock - no start - Gavin - 30**
1/31/2004 12:34:33 AM
- └ **98 Chevy Malibu Theft System/Passlock - no start - john - 31**

- gorsuch - 1/31/2004 9:06:47 AM**
└ **98 Chevy Malibu Theft System/Passlock - no start - J Ramos - 7/12/2004 9:59:19 PM**
- └ **98 Chevy Malibu Theft System/Passlock - no start - bkhaffer - 7/22/2004 7:27:16 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - ken - 9/28/2004 4:04:40 AM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Jeremy Zelen - 2/17/2004 8:04:51 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Jeremy - 2/17/2004 8:05:32 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - EG - 3/25/2004 7:48:17 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Ely, Nevada - 12/10/2004 9:39:55 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Dave - 2/24/2004 11:38:29 AM**
└ **98 Chevy Malibu Theft System/Passlock - no start - EG - 3/25/2004 7:47:39 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - a. christopher - 2/25/2004 5:33:08 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - a. christopher READI - 2/25/2004 5:34:14 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - EG - 3/25/2004 7:46:40 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Jason - 10/22/2004 1:42:08 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Johnnylakis - 11/17/2004 9:38:38 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Ely, Nevada - 12/10/2004 9:37:44 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Ely, Nevada - 12/10/2004 9:38:22 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Michelle - 12/30/2004 4:57:56 AM**
└ **98 Chevy Malibu Theft System/Passlock - no start - joe - 1/14/2005 1:23:25 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - joe - 2/4/2005 2:00:48 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - joe - 2/4/2005 2:06:57 PM**
└ **98 Chevy Malibu Theft System/Passlock - no start - Al - 2/6/2005 11:29:41 AM**

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).