

10112853

To: NHTSA
From:

2005 FEB 16 PM 9:21

California Ky.
Re: 2003 Chevy Venture
Date: January 25, 2005

The attached letter has been sent to General Motors. I feel that the problem I have entered upon is a safety issue where injury or death could occur if not fixed and ignored as I was told to do.

Thank-you

A response would be appreciated

Onamari
2/17/05

To: President of Chevrolet
From:
Re: 2003 Chevy Venture Vin #1GNDX03E63
Date: January 25, 2005

On March the 14th of 2004 my husband and I bought a 2003 Chevy Venture with 20,000 miles on the vehicle. There was still the remainder of the factory warranty and we bought the extended warranty that is why we decided that we couldn't go wrong plus we have always had a Chevy product and have been very pleased.

This was the worse decision we could have made. **It has been in the shop 6 times in 8 months for the same problem.**

Allow me to explain the problem. When driving within usually the first 15 minutes and usually only once a day and not even every day we go through a flashing of the following lights: **LOW BRAKE FLUID, DOOR AJAR, REAR HATCH AJAR, AND THE BRAKE LIGHT REMAINS ON** then after a few seconds all of the lights go off and everything is back to normal however the fuel gauge floats drastically constantly. When taken into the Chevy Service Center at the dealership they didn't see the problem the first time. The next time it happen we went to another Chevy Service Center at a dealership where they did see the problem occur. At this service center they tried 3 different things as told to by the Tech line and opened case 7683298. The trips to the service centers are as follows.

1. Took to dealership where van was purchased no problem found. 8-12-04
2. Took to more local service center dealership. Kept vehicle for 7 days only happen once. They were to have disconnected 3 electrical components then plugged them in one at a time to try to fix the problem. It didn't work. 10-06-04
3. Took back to same spot for same problem. They couldn't get it to repeat itself. 10-21-04
4. Took back to same spot for same problem. This time the MODULE, COMPUTER (CONTROL) BODY was replaced Problem still not fixed. Kept for 1 day. 12-01-04
5. Took back to same spot for the same problem. This time they replaced the instrument cluster assembly, instrument panel R&R. Problem seems to be fixed but 1 week later it repeated itself Therefore problem still not fixed. Kept for 1 day. 12-09-04
6. When we thought the problem was fixed the gas gauge was still floating drastically. Therefore the Tank unit was replaced. Now that problem is still not fixed. Kept for 1 day. 12-28-04

Needless to say nothing has worked. And now the temperature gauge does not appear to be working right it is reading on the cool side and the hot air from the heater isn't very hot. We then contacted the service center where we were told to keep a log of when it happens including temperature outside and the weather conditions including if it is raining, damp or dry out. I do not believe we should have to go through all of this. We were concerned that if we were low on brake fluid or if the door was ajar and we ignored it something would happen to the vehicle or to us by causing a wreck or injury. When we relayed this concern we were told to ignore the lights unless they remain on steady and that is when there is a problem and a need to be concerned.

Here is where I demand that the problem be fixed. I did ignore the lights and was on the expressway driving 65 miles an hour when the door ajar light flashed on as told by the service tech. I ignore the light thinking I missed the first part of the sequence of the flashing lights. But guess what my 4-year-old daughter was buckled in her seat in the middle of the van and the door was actually ajar. This could have been deadly. Not to mention a major lawsuit to Chevy for not fixing the problem in the first place.

I want this problem fixed immediately! If it is not fixed then I will go to the BBB not to mention the troubleshooters on the news or the fact that there will never be another Chevy purchased in our house or any of our relatives or friends. I believe that this is a safety defect and will report it to the NHTSA. If it is not fixed and something happens as simple as running out of gas due to a faulty gauge or something tragic as a wreck or a door flying open be prepared to be hearing from our attorneys.

In reference to the Service center we have been going to I have you know that they have been extremely polite and helpful as far as transporting me back and forth and providing us with rentals. This is by no means to get anyone there in trouble. I just feel as if we have been sold a Chevy Lemon.

Thank-you in advance for your prompt attention in this Matter we hope this will be resolved quickly and no further action will have to be made. As I have said in the beginning previously we have been very pleased with your products.

California, Ky