



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

June 6, 2005

The Honorable Joseph R. Pitts
Member, U.S. House of Representatives
Lancaster County Courthouse
50 North Duke Street
Lancaster, PA 17602

NVS-216 mec
Ref. No. 10121469

Dear Congressman Pitts:

Thank you for your correspondence dated April 27, 2005, on behalf of your constituent, Mr. [REDACTED] wrote concerning a problem he and his wife, Joanne, have encountered with their model year (MY) 2002 Chevrolet Venture minivan. Your correspondence was received on May 6, 2005.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of Mr. and Mrs. [REDACTED]. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

NHTSA's Office of Defects Investigation (ODI) has reviewed its database in an effort to identify whether a safety defect trend exists with regard to reported problems associated with the power-sliding door on MY 2002 Chevrolet Venture minivans. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided on behalf of Mr. and Mrs. [REDACTED] has been entered into our database. ODI will continue to monitor reports associated with this issue, in addition to other reported problems, and take future action as appropriate.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

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The Honorable Joseph R. Pitts

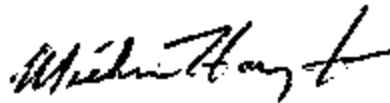
With respect to Mr. [REDACTED] request to know whether NHTSA has received other complaints on the problem he and his wife have encountered, ODI has received 3 other reports associated with this problem in MY 2002 Chevrolet Venture minivans (ODI Reference No. 10008939 received on February 20, 2003, ODI Ref. No. 10083334 received on July 20, 2004, and ODI Reference No. 10110906 received on February 4, 2005). Detailed information associated with consumer complaints can be obtained from NHTSA's Internet Web site at <http://www-odi.nhtsa.dot.gov/home.cfm> or by requesting this information from NHTSA's Technical Information Services (TIS). If Mr. Greider wishes to obtain this information from TIS, please have him contact:

National Highway Traffic Safety Administration
Technical Information Services (NPO-405)
400 Seventh Street, SW (Room 2336)
Washington, DC 20590
FAX: (202) 493-2833
E-MAIL: tis@nhtsa.dot.gov

When requesting other information from TIS, Mr. [REDACTED] will need to specify the make, model, model year, and type of problem for which he is requesting information. There is a nominal charge for providing the listings and detailed information; therefore, he may consider contacting TIS for price information before ordering.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety, at (202) 366-1810.

Sincerely yours,



Michael W. Harrington
Director of External Affairs

cc: Washington Office

JUN 6 2005

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Original Signed By

Michael W. Harrington
Director of External Affairs

cc: Washington Office

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The Honorable Joseph R. Pitts

NHTSA: NVS-210: Congressional Response

NVS-216: mec x66257

NHTSA Control No. ES05-003925

ODI Control No. 10121469

Draft: mec 05/11/05

Revised: mjj 05/20/05

Final: mjj 05/25/05

cc:

I10, I20

NEC-110, NIA-110, NOA-010

NVS-010, NVS-100, NVS-200, NVS-216

Subject/Chron/Optical Disk/CRD

I:\Congress FY2005\10121469

JUN 6 2005

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NVS-216 mec
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Handwritten: NVS-216 05-23-05

CH OFFICER
RTG. SYMBOL
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DATE
RTG. SYMBOL
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Michael W. Harrington
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NHTSA: NVS-210: Congressional Response

NVS-216: mec x66257

NHTSA Control No. ES05-003925

ODI Control No. 10121469

Draft: mec 05/11/05

Revised: mjj 05/20/05

Final: mjj 05/25/05

cc:

I10, I20

NEC-110, NIA-110, NOA-010

NVS-010, NVS-100, NVS-200, NVS-216

Subject/Chron/Optical Disk/CRD

I:\Congress FY2005\10121469

JOSEPH R. PITTS
16TH DISTRICT, PENNSYLVANIA

COMMITTEES:
ENERGY AND COMMERCE
INTERNATIONAL RELATIONS
ASSISTANT REPUBLICAN WHIP
Web Page:
www.house.gov/pitts

Congress of the United States
House of Representatives
Washington, DC 20515-3816

GALE NEVILLE—WASHINGTON CHIEF OF STAFF
TOM TILLETT—DISTRICT CHIEF OF STAFF

204 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20518
(202) 225-2411

LANCASTER CO. COURTHOUSE
50 NORTH DUKE STREET
LANCASTER, PA 17602
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POST OFFICE BOX 837
LINCOLNVILLE, PA 19376
(610) 429-1640

BERKS COUNTY SERVICES CENTER
623 COURT STREET, 16TH FLOOR
READING, PA 19601
(610) 374-3637

April 27, 2005

Dr. Jeffrey William Runge
Administrator
National Highway Traffic Safety Administration
400 Seventh St SW, Room 5220
Washington, DC 20590

Dear Dr. Runge:

The attached communication is sent for your consideration. Your investigation of the statements contained therein would be helpful. In addition, I would greatly appreciate any information necessary to make a satisfactory reply to my constituent.

Thank you for your cooperation in this regard. I look forward to hearing from you at your earliest opportunity. Please respond to my Lancaster office at: 50 N. Duke Street
Lancaster, PA 17602
717-393-0667

Cordially,


Joseph R. Pitts
Member of Congress

JRP/jmh
Attachment

[Redacted]
Conestoga, PA [Redacted]
[Redacted] phone/fax

*2002 Chevrolet
Venture*

April 27, 2005

Congressman Joseph R. Pitts
@3930924
Att: Joanne

As I discussed with Joanne, my wife and I own a 2002 Chevrolet mini-van VIN# 1GNDV03E92D [Redacted]

The van has electrical sliding doors on both right and left sides. We have trouble with the right door malfunctioning and reopening, after several attempts it usually stays closed.

On several occasions it has come open while driving with the grand children in the van.

This is a safety concern. Please advise me if the National Highway Traffic Safety Administration has other complaints about this problem.

The Dealer has replaced many parts under warranty and now the a GM Rep, has inspected it and indicates that nothing is wrong with the van.

But the malfunctions still occur!

Thank You.

[Redacted Signature Block]