



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 100748

Date Received

03-JUN-2005

Repository ☐Reference No.
10124146

OWNER INFORMATION (Type or Print)

Name

Address

City

SIERRA VISTA

State AZ

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/15/05

VEHICLE INFORMATION

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

1GNDX03E3VD

Make

CHEVROLET

Model

VENTURE

Model Year

1997

Date Purchased

3-19-2002

Dealer's Name and Telephone Number

GHEVROLET-JONES MOTORS

Engine:

No. of Cylinders 8

Fuel Type:

Gas

Original Owner ☐

Dealer's City

SIERRA VISTA

State

AZ

Zip Code

85340

Transmission Type

AUTOMATIC

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

150000 SEAT BELTS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-APR-2004

Failure Mileage

Failure Speed

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 SEAT BELTS DID NOT WORK, THEY WERE DEFECTIVE. TOOK VEHICLE TO THE DEALER THREE TIMES, BUT THEY WANTED CONSUMER TO PAY FOR IT. CONSUMER FELT THAT MANUFACTURER SHOULD BE RESPONSIBLE FOR THE REPAIRS. ALSO, THE SLIDING DOOR MOTOR ON 1997 CHEVROLET VENTURE IS DEFECTIVE. I CONSUMER PAID FOR REPAIRS 3 DIFFERENT TIMES, BUT IT KEPT BREAKING. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974, Public Law 93-578 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.

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

This is just some of the problems I have had with this car and dealer. I took a trip to Oregon 3 times. Each time while there I again had the sliding door worked on, paid for it out of my pocket.

So this recall about a latch on the door needs replacement, the whole door needs replacement.

Please help me. The passenger front seat belt does not work. The (2) second row belt buckle is broken. These safety factors are serious.

Thank you;

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. 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



VEHICLE

OWNER'S

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

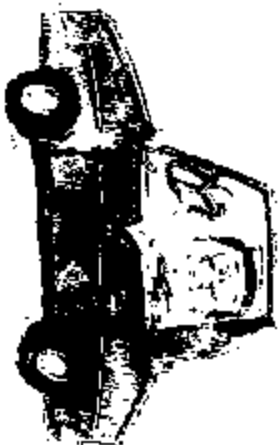
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

RO No: 613764 Opened: 17MAY01 Closed: 17MAY01 Mileage: 39733
COMMENTS: CUSTOMER HAS 0 DED

AUTH [REDACTED]

--- 9 of 12 - Dealer -----

RO No: 613119 Opened: 24APR01 Closed: 29APR01 Mileage: 39180

Line Code: A Booker: 1 Comeback: N

Complaint: CAM CAMPAIGN 01013/POWER SLIDING DOOR

Cause: .

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
768	84	WT94	V0680		CAMPAIGN 01 01 31				
					PTS\$	32.06	LBR\$	43.97	MSC\$ 0.00

--- 10 of 12 - Dealer -----

RO No: 612606 Opened: 05APR01 Closed: 18APR01 Mileage: 38697

Line Code: A Booker: 2 Comeback: N

Complaint: 2050 CUSTOMER STATES THAT PASSANGER WINDOW SWITCH IS INOP

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
848	76	CEXNT	2050		FOUND TERMINAL BAKED OUT OF CONNECTOR AND BROKEN/ REPAIR TERMINAL				
					PTS\$	0.00	LBR\$	102.00	MSC\$ 0.00

COMMENTS: CUSTOMER OWES \$0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 612606 Opened: 05APR01 Closed: 18APR01 Mileage: 38697
UNIVERSAL WARRANTY ONE BALANCE \$102.
00

--- 11 of 12 - Dealer -----

RO No: 610548 Opened: 17JAN01 Closed: 17JAN01 Mileage: 37173

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
844	85	WT94	2050		TESTED AND FOUND NO POWER AT DOOR MOTOR, TRACED TO DOOR OFF SWITCH IN OFF POSITION, PUT SWITCH TO ON, DOOR OPERATES AS DESIGNED.				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

--- 12 of 12 - Dealer -----

RO No: 607982 Opened: 04OCT00 Closed: 16OCT00 Mileage: 36113

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
768	73	WT94	N4180		INSTRUMENT PANEL CLUSTER COMPONENTS (DIGITAL/ELECTRO MECHANICAL) - R&R OR REPLACE INSTRUMENT PANEL CLUSTER ASSEMBLY				
					PTS\$	0.00	LBR\$	61.47	MSC\$ 0.00
768	73	CT	2050		INSPECTION SHOWS TRANSMITTER LOST COMMUNICATION, PROGRAM TRANSMITTER, DOOR OPERATES AS DESIGNED				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
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768 36 CEXNT 2050

FOUND WIPER MODULE SHORTED/REPAIR WAS AU
UTH BY EXT WARR/CUSTOMER DECLINED REPAI
R

PT8\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 6 of 12 - Dealer -----

RO No: 625066 Opened: 02JUL02 Closed: 02JUL02 Mileage: 48275

Line Code: A Booker: 848 Comeback: N

Complaint: 12000 CUSTOMER STATES SLIDING DOOR DOES NOT WORK AUTOMATICLY *ADVISE
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 625066 Opened: 02JUL02 Closed: 02JUL02 Mileage: 48275

Line Code: A Booker: 848 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
848 36 CEXNT 12000 DIAG FOUND SLIDING DOOR OUT OF SYNC/RECA
ALIBRATED DOOR/TESTED.

PT8\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 848 Comeback: N

Complaint: M100 LUBE, OIL & FILTER SERVICE-INCLUDES UP TO 5 QTS. SJ/CF SG/CC G
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
848 92 CT M100 LUBE, OIL & FILTER SERVICE-INCLUDES UP T
TO 5 QTS. SJ/CF SG/CC GRADE OIL, AC OIL
FILTER, CHASSIS LUBRICATION, AND 10 PO
INT MAINTENANCE INSPECTION. DIESELS EXC
LUDED.

PT8\$ 12.50 LBR\$ 9.80 MSC\$ 0.00

Line Code: C Booker: 848 Comeback: N

Complaint: GEN GENERAL CHECK-OVER

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
848 92 CT GEN VISUALL INSPECTION COMPLETED

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 625066 Opened: 02JUL02 Closed: 02JUL02 Mileage: 48275

PT8\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 7 of 12 - Dealer -----

RO No: 618568 Opened: 15NOV01 Closed: 27NOV01 Mileage: 43088

Line Code: A Booker: 135 Comeback: N

Complaint: CAM CAMPAIGN 01059/POWER SLIDE DOOR

Cause: CAM

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
768 84 WT94 V0788 CAMPAIGN 01 0 59

PT8\$ 31.33 LBR\$ 56.53 MSC\$ 0.00

--- 8 of 12 - Dealer -----

RO No: 813764 Opened: 17MAY01 Closed: 17MAY01 Mileage: 39733

Line Code: A Booker: 848 Comeback: N

Complaint: 2110 CUSTOMER STATES THAT THE ABS LIGHT IS ON

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
848 84 CEXNT 2110 DIAG TO FIND BAD CONNECTION AT EBCH/FOUN
ND BOTH TRACTION CONTROL BULBS MISSING/
INSTALLED BULBS AND REPAIRED CONNECTORS
/CLEARED CODES.

PT8\$ 26.86 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

GM Vehicle Inquiry System

Summary

VIN :	1GNDX03E3VD
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VEHICLE INFORMATION

Merchandising Model :	1UM16 -1997 VENTURE EXTENDED 4-DOOR		Warranty Start Date :	09/12/1997			
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	SOUTHERN ARIZONA AUTO COMPANY OF DOUGLAS PO BOX 1275 DOUGLAS , AZ 85608-1275 (520) 364-2424		Selling Source :	13 - CHEVROLET			
			Site Code :	39283			
			Business Associate Code :	114683			
Service Contract :		Branded Title :		Warranty Block :	File	PDI Status :	Paid

RECORDED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC		POWER SLIDING DOOR	N/A	Closed
RC		POWER SLIDING DOOR	N/A	Closed
RC		POWER STEERING GEAR LOWER PINION BEARING SEPARATION	N/A	Closed
RC		W/S WIPER LINK INTERFERENCE W/TCS BRAKE LINE	N/A	Closed
RC		PROTECTIVE COVERS REAR LATCH MECHANISM SECOND AND THIRD ROW BUCKET SEATS	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XENATE LIFE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/12/1997	125 miles	09/12/2000	36125 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/12/1997	125 miles	09/12/2003	100125 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/12/1997	125 miles	09/12/2005	80125 miles
36/36000 FEDERAL EMISSION	09/12/1997	125 miles	09/12/2000	36125 miles

LABOR HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/04/2003	639216	#	V0948 - 02049-INSPECT AND REPL LOWER PINION BEARING INCL TOE-IN	70528 miles
11/15/2001	618568	#	V0768 - PWR DR ACTUATOR, INSPECT ONE/BOTH, RPLC ONE OR BOTH	43088 miles
04/24/2001	613119	#	V0680 - INSTALL NEW POWER SLIDE DR UN-LATCH ACTUATOR ASSEMBLY	39180 miles
10/04/2000	607982	#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	35113 miles
09/15/2000	012736	#	N3314 - MOTOR - DOOR WINDOW - RIGHT FRONT - REPLACE	34749 miles
09/15/2000	012736	#	N2145 - SWITCH - DOOR WINDOW - LEFT FRONT - REPLACE	34749 miles
09/15/2000	012736	#	R3318 - SWITCH, ELECTRIC REMOTE CONTROL MIRROR - ONE PIECE - REPLA	34749 miles
12/07/1999	011746	#	E3851 - STRUT, FRONT - LEFT - REPLACE	26645 miles
09/10/1999	011484	#	D1322 - MOTOR AND/OR FAN, BLOWER - A/C - R&R OR REPLACE	23854 miles
09/10/1999	011484	#	D2230 - FILTER(S), HVAC MODULE-RPL	23854 miles
09/10/1999	011484	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	23854 miles
04/27/1999	011129	#	N0766 - STP, TAIL&TURN BB RP	19460 miles
04/27/1999	011129	#	N3615 - BLADE WIPER RPL	19460 miles
04/27/1999	011129	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	19460 miles
04/27/1999	011129	#	N2144 - SWITCH - DOOR WINDOW - RIGHT FRONT - REPLACE	19460 miles
01/21/1999	010864	#	V0234 - 97-98 CV, OD U VANS-PROTECTIVE COVERS-REAR LATCH MECH	15350 miles
01/21/1999	010864	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	15350 miles
09/21/1998	010558	#	N3510 - MOTOR, WIPER - WINDSHIELD - R&R	11492 miles
09/21/1998	010558	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	11492 miles
04/27/1998	010262	#	B5000 - DOOR ASSEMBLY, SLIDING OR SWING OUT - SLIDING - RIGHT - AL	7723 miles
04/27/1998	010262	#	C9200 - BELT, SEATBELT RETRACTOR (REAR OR ROW 1) (RIGHT) - REPLACE	7723 miles
04/27/1998	010262	#	V0151 - 97-98 U-VANS/WSHLD WIPER LINK INTFER WITH (TCS) BRAKE LINE	7723 miles
04/27/1998	010262	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	7723 miles

04/03/1998	010225	#	B5020 - ROLLER AND/OR BRACKET, SLIDING DOOR - R&R OR REPLACE	6309 miles
04/03/1998	010225	#	N2115 - SWITCH - DOOR LOCK - LEFT FRONT - REPLACE	6309 miles
08/19/1997	253728	T	B0608 - FASCIA, REAR BUMPER - ONE PIECE - REPLACE	5 miles
08/19/1997	253728	T	C0710 - GLASS, TAILGATE/ENDGATE - REPLACE	5 miles
08/19/1997	253728	T	C0531 - GLASS, QUARTER SWING OUT - LEFT - REPLACE	5 miles
08/19/1997	253728	T	R3260 - MIRROR, OUTSIDE REAR VIEW - MANUAL - RIGHT - REPLACE	5 miles
07/31/1997	A73946	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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