



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 100146

Date Received
2005 SEP 23 AM 4:37
24-AUG-2006

Repository
Reference No.
10134088

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NATICK State MA 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 _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED] Make CHEVROLET Model VENTURE Model Year 2001
Date Purchased 30-JUN-04 Dealer's Name and Telephone Number CLAY CHEVROLET Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City NEWTON State MA Zip Code 02459
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date 30-JUN-2004 Failure Mode [REDACTED] Failure Speed [REDACTED] Purchased vehicle on June 30,

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P216/66R15) [REDACTED]
DOT No. (Example: DOTM15ABC038) 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 [REDACTED] Number of Deaths [REDACTED] 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).

DT: THE CONTACT STATED TEMPERATURE HAD WAS GOING UP/DOWN/ UP, AND DOWN. THE DEALER TOLD HIM THE MOTOR FAN WAS NOT WORKING. HE PICKS UP THE CAR, AND IN 3 THREE DAYS THE CAR BLEW UP. HE HAD IT TOWED. A WEEK LATER THEY TOLD HIM NEEDED A NEW ENGINE. IT HAS BEEN 5 WEEKS SINCE HE TOOK TO DEALER. I AND THEY STILL HAVE NOT FIXED IT. ON THE 2ND DAY AFTER HE BOUGHT THE CAR THE AIR CONDITIONER WAS NOT WORKING. *AK

Bought the car 2004 - Does not operate.
Need assistance on how to proceed.

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.

September 12, 2005

[REDACTED]
Natick, MA [REDACTED]

Consumer Assistance Office -Metro West, INC
209 West Central Street
Natick, MA 01760

To whom it may concern:

I purchased a 2001 Chevrolet Venture from Clay Chevrolet, 431 Washington Street, Newton, and Ma 02460 on June 30, 2004. On the very first day I drove my car, the temperature thermometer fluctuated between C and H. This problem was supposed to have been fixed. However, a few months later I was told that there was another with my demister. I am enclosing my receipts for services that I have had over the past year.

In the past few weeks, I was told that there was now a problem with the fan and supposedly that had been serviced as well as repaired.

Around July 30, 2005, the thermometer again went all the way to H and did not cool down. This was the exact thing that happened on the first day I owned and drove the car. This time my car was towed back to Clay Chevrolet. I was then told that the engine has exploded and that they were supposedly replacing the engine.

I have had to rent a car and I have been waiting over five weeks for my vehicle. I have contacted the State of Massachusetts Attorney General's office for advice on how to proceed with Clay Chevrolet. They advised me to place a formal complaint the Consumers Assistance Office.

I am in need of immediate assistance and advice with this situation. I look forward to hearing from someone at your office, as soon as possible.

Sincerely,
[REDACTED]
[REDACTED]



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

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

NVS-216 aaj

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jamb. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ

DOT Hotline Pamphlet



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

September 13, 2005

[REDACTED]
Natick, MA [REDACTED]

U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

To whom it may concern:

I am returning to your office the vehicle questionnaire; the complaint's nature is not written on this form. I purchased a car in 2004. The car is not operable and no longer works.

I have highlighted the items that are not correct. My complaint was forwarded to your office in August. I am in need of advice on how to proceed with my situation.

I am including a letter that I sent yesterday to the State of Massachusetts Consumer's Assistance Office. The State of MA Attorney General's Office advised me to file a formal complaint.

I need assistance on to proceed with this situation. Please review the enclosed materials.

Sincerely,

[REDACTED]