



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 100148

Date Received

2005 NOV 07 11:57
08-SEP-2005

Repository

Reference No.
10136022

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FLINT State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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 1/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GNDJ08L [REDACTED] Make CHEVROLET Model LUMINA APV Model Year 1994

Date Purchased 01-AUG-01 Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type: Gas

Original Owner Dealer's City State Zip Code

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-SEP-2004 Failure Mileage 202000 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: DOTM1A3ABC036) 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).

DT: THE CONTACT STATES TRANSMISSION STILL ACTS LIKE IT WANTS TO OVERHEAT. THE TRANSMISSION HAS BEEN REPLACED IN 1-06. THE LINES ARE LEAKING. THE CONTACT FEELS THIS IS RELATED TO RECALL 96V015000. THE CONTACT HAS NEVER RECEIVED A RECALL LETTER. THE VEHICLE HAS 202,000 MILES ON IT. ALSO, THE FRONT AND MIDDLE SEAT BELTS ARE NOT RETRACTING. THE WEBBING IS COMING OFF. THIS PROBLEM IS IN RELATED TO RECALLS 93V212000 AND 94V100000. THE CONTACT HAS NOT RECEIVED A RECALL LETTER CONCERNING THE SEAT BELTS. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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.

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

All Information Contained in Attached Letter,
Copies of Recalls and Cost of Repair

Please Contact if needed 810-232-5514

What is next or anything further that can be done?

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



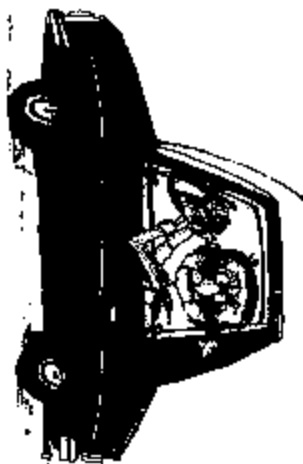
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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, NV8-216
400 7th Street, SW
Washington, DC 20590



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

DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-327-4236

1-888-DASH-2-DOT

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



**VEHICLE
OWNER'S**

October 22, 2005

NHTSA
U.S. Dept. of Transportation
DOT Auto Safety
Vehicle Owner's Questionnaire
Report Vehicle Safety Defects
1-888-327-4236

To Whom It May Concern:
RE: Ref. # 10136022 Safety Complaint

Dorena Williams' description toward failure, etc.:

7-25-2001 Purchased as second owner with mileage of 129,502.

Complaint on non-notification for Recalls especially Transmission concerns.

During ownership several GM original parts were replaced (considered age of vehicle).

9-13-05 Purchased new battery replacing GM original

6-03-05 165,618 miles Heater hoses and fittings replacing GM originals

9-13-06 167,688 miles at cost \$477.00 plus other parts, Replaced Transmission of GM original with used same make type model from other vehicle of 1996 GM with original miles of 36,145 miles.

9-09-05 Driven on road by city and highway that more parts to be replaced for not cooling properly, replaced gaskets, oil pan, coolant temp., etc.

July 2004 185, 847+ miles Experienced Radiator fluid leakage/overheating which lead to Replaced all GM original parts of Tension Pulley, Water Pump, 7-20/23 AC compressor, etc., with auto parts as GM replacements required.

2005 year:

01-10-05 192, 277 miles Towed to Jim's Transmission with no full warning – no jumping/jolting, no grinding, no slowing in power when driven it just quit.

6-03-06 192, 294 miles Full Replacement/Rebuilt all Transmission plus Replaced with New Radiator at cost \$1,912.50. It was caused by coolant line to radiator with connection of transmission that busted to start of antifreeze mixing to transmission (the mechanics had never seen this before.).

6-03-05 194,920 miles (prior also done 3-18) Reflush system coolant and replaced TBI Gasket – cool throttle for leak behind carburetor (smoking like fire onto exhaust).

4-07-05 Replaced Intake Manifold and Gasket cracked leaking to smoke again for continued signs of wanting to overheat.

5-31-05 197, 144 miles Radiator cap swivel type replaced – Thermostat

6-01-05 197, 367 miles Water outlet gasket plus reflush radiator system again signs for overheating continues.

6-03-05 197, 680 mile Transmission pan leak refixed at Jim's Transmission and rechecked all lines again.

7-06-05 198, 970 miles thru month at 200,192 miles

Vehicle registers to want to overheat??, but why all have been replaced with good new parts plus Van was checked on a system analyzer for engine performance.

Replaced warranty part for Alternator running at less than 40% (?).

8-15-05 202,000 approximate miles *Recall Search On-line at NHTSA under GM per vehicle vin # to verify if the continued problem after all repairs could be a recall of any parts, etc. replaced (esp. GM original and or GM qualified replacement parts). Listed for this vehicle 1994 shown about Transmission and coolant lines plus other problems of Seat Belts for several ODI #'s, which all were confirmed with NHTSA on 09-09-05 calling 1-800-424-9393.*

NO Recall Information to be received. WHY?

9-09-06 Inquired at GM Dealer, Applegate Chevrolet per Dave Adams, Service manager and John, assistant. They couldn't pull up this vehicle per vin# and age. Stated too old of vehicle for system to look for any details. Advised to contact GM off my print of recalls.

I contacted GM Chevrolet at 1-800-222-1020 per representative Ellana since vehicle over 10 years can not find on system per vin# or verify if any open or not for recalls. "She Stated only can assume there are no open recalls even though not shown on system and no none associated stated information (not shown)." "Possible can return to dealership and have a diagnostic of problems at own cost."

Further follow up with contacting NHTSA whom pulled up per vin# the same recalls as we printed off internet. Representative Martina, per recalls quote, "Recalls last for eligible not more than 10 years (1996 yrs, this vehicle qualifies (date of sale to first purchaser or or No Recalls informed or posted as completed. ??

WE have not received any Recall information or letter for this vehicle - NONE.
"Action with complaint given that an investigation etc. to be done especially if recall exists."

Spoke to Jim's Transmission over replacement work etc., they will assist as needed especially to inform on their warranty work and parts (whom are highly recommended by Applegate Chevrolet).

9-13-07 202, 395 miles Serviced by Jim's Transmission to check over coolant lines of all transmission and radiator system etc. Transmission line fittings were loose in frontal area and fixed them plus ran computer scan which shows system for transmission and thusfar of system is running at 200 degrees. Per all history of repairs they suggested in case if scan per about transmission shows average temperature normal then see to verify further and continue to run heater setting being on. *Dash gage continues to show overheating if don't run heater system controls on.* Other alternative is to have gage and/or sensors for coolant to be checked and or replaced etc.

Complaint to non-verification or notification for SEAT BELT Recalls:

As a newly owner of a vehicle of this type a van and older model it took a while to feel uncomfortable usage of non-retracting seat belts, especially in the front row most realized with drivers seat belt.

The more and more different usages of this vehicle such as holidays, Dec. 2001 traveling, long trips June 2003, and stop and go driving, it became more evident of something continues since Oct. 2002 to be wrong for retracting and then fraying to scratch your skin from the seat belts. ***NO Recall Notification sent or received.***

Since September 2004 usage of the second row seat belts became also a reoccurring problem for the seat belts especially for the middle row seat is very difficult

*to use pulling in or out. As of May thru Sept. 2004 and until presently the second row middle seat and passenger side seat belts are a big problem to use when buckling an infant/toddler car seat. * They all don't retract themselves to presently today they make us wonder if they will retract to completely work correctly, but they have thus far locked and braced.*

We have experienced notification for an older vehicle before for concerns of recalls entailing us whether a recall was needed or had been done.

We would really like to have this recall taken care of and per the history how can it be argued that this vehicle is not for sure but needs to be a recall. Please contact if needed about any of this complaint and information. We may be reached at home 810-232-5514 if busy please leave a message with number and JD or ext. to return, or call our cell number at [REDACTED]

Thank you,

[REDACTED]

Make : CHEVROLET **Model :** LUMINA APV **Year :** 1994

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 96V015000

Mfg's Report Date : JAN 19,
1996

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:COOLING UNIT AND LINES

Potential Number Of Units Affected : 585182

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES MANUFACTURED FROM AUGUST 1991 THROUGH JULY 1995. THE TRANSMISSION OIL COOLER LINE CAN SEPARATE WHEN THE VEHICLE IS OPERATED IN LOW TEMPERATURES IN COMBINATION WITH HIGH TRANSMISSION LOADS.

Consequences:

VEHICLE FIRES CAN OCCUR DUE TO THE SPILLAGE OF TRANSMISSION FLUID.

Remedy:

DEALERS WILL REPLACE THE TRANSMISSION OIL COOLER LINES.

Notes:

SYSTEM: POWER TRAIN; TRANSMISSION; AUTOMATIC; COOLING UNIT AND LINES.
VEHICLE DESCRIPTION: PASSENGER MINI-VANS WITH 3.8L ENGINE AND 4-SPEED
AUTOMATIC TRANSMISSIONS AND PASSENGER VEHICLES WITH L27 OR L67 ENGINE AND
4T60E AUTOMATIC TRANSMISSIONS AND SOLD OR REGISTERED IN ALASKA, COLORADO,
CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, KENTUCKY, MAINE, MARYLAND,
MASSACHUSETTS, MICHIGAN, MINNESOTA, MONTANA, NEBRASKA, NEW HAMPSHIRE, NEW
JERSEY, NEW YORK, NORTH DAKOTA, OHIO, PENNSYLVANIA, RHODE ISLAND, SOUTH
DAKOTA, VERMONT, WEST VIRGINIA, WISCONSIN AND WYOMING. NOTE: OWNERS WHO
TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE
AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME, SHOULD CONTACT
→ CHEVROLET AT 1-800-222-1020; OLDSMOBILE AT 1-800-442-6537; PONTIAC AT 1-800-
762-2737; OR BUICK AT 1-800-521-7300. ALSO CONTACT THE NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Check to Request Research. Submit below.

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 93V212000

Mfg's Report Date : DEC 06,
1993

Component: SEAT BELTS:REAR

Potential Number Of Units Affected : 1238

Make : CHEVROLET

Model : LUMINA APV

Year : 1994

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 96V015000

Mfg's Report Date : JAN 19,
1996

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:COOLING UNIT AND LINES

Potential Number Of Units Affected : 585182

Summary:

Make : CHEVROLET

Model : LUMINA APV

Year : 1994

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 94V015000

Mfg's Report Date : JAN 13,
1994

Component: SEAT BELTS:FRONT:RETRACTOR

Potential Number Of Units Affected : 22862

Make : CHEVROLET

Model : LUMINA APV

Year : 1994

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 94V100000

Mfg's Report Date : APR 16,
1994

Component: SEAT BELTS:FRONT:WEBBING

Potential Number Of Units Affected : 5294

Summary:

THE SECOND ROW, RIGHT HAND SHOULDER BELT CAN BECOME "PINCHED" BETWEEN THE SEAT AND THE DOOR FRAME PILLAR TRIM. THE SHOULDER BELT MAY NOT RETRACT PROPERLY, WHICH DOES NOT COMPLY WITH THE REQUIREMENTS OF FMVSS NO. 208.

Golden Rule Warranty

1 Year or 12,000 Miles/20,000 Kilometers*

LIMITED TRANSMISSION WARRANTY AGREEMENT

JIM'S AUTOMATIC
TRANSMISSION

B054

JIM'S AUTOMATIC TRANSMISSION
2202 CORUNNA ROAD
FLINT, MICHIGAN 48503-3398
(810) 239-8354

JIM'S AUTOMATIC
TRANSMISSION

B054

THE ABOVE NAMED SHOP IS THE WARRANTOR and represents itself as a Member in good standing of the Automatic Transmission Rebuilders Association (ATRA), a non-profit trade association. ATRA does not rebuild, nor does it warrant transmissions or the work of its member shops. Association members rebuild and warrant their own work and transmissions. ATRA acts on behalf of its members to provide educational and other services, including the endorsement of the Golden Rule Warranty Program. All Association members have pledged to honor Golden Rule Warranties. The automatic transmission work described on work order 89963 and not including any other materials or labor or any other components or parts of the vehicle, is warranted to the buyer (named below) against failure by defects in workmanship and material for 1 year or 12,000 Miles/20,000 Kilometers* (whichever occurs first) by the warrantor named above; if later repair on parts or labor purchased is necessary within the time and distance specified and the terms of the warranty, then it will be provided without charge to the buyer, within the limits of this warranty at the warrantor's shop.

OUT OF TOWN SERVICE: If distance prevents you from returning to the warrantor shop, and you wish to receive repair under the terms of this warranty, then CONTACT THE ORIGINATING WARRANTY SHOP who will help you locate an ATRA member Golden Rule participant shop that you can visit and have THAT SHOP CALL the warrantor before the problem is diagnosed. If a problem exists with the work described under the terms of this form the SHOP MUST AGAIN CALL THE WARRANTOR FOR AUTHORIZATION TO MAKE ANY NECESSARY REPAIRS OR REPLACEMENT. Failure to receive the warrantor's authorization prior to any repair work will void the warranty claim. If you have any questions concerning this warranty or the work to be performed then contact the warrantor. (WARRANTY WORK CAN ONLY BEGAIN AT THE VEHICLE; THIS WARRANTY AND THE ORIGINAL REPAIR ORDER ARE PRESENTED TO THE REPAIRING SHOP AND AUTHORIZATION IS RECEIVED FROM THE WARRANTOR.) Warrantor reserves the unqualified right to refund the full amount originally charged in lieu of all claims other wise due a claimant under the terms of this warranty.

CUSTOMER NOTICE: To keep this warranty in force, the operation of this transmission must be checked within 15 days after the installation and the vehicle's odometer must be functioning properly.

DATE CHECKED 1-28-05	SHOP Jim's Automatic Transmission	CHECKED BY Jason	OPERATING OK? <input checked="" type="checkbox"/>	FREE OF LEAKS? <input checked="" type="checkbox"/>	ODOMETER RECORDED 19227.7
-------------------------	--------------------------------------	---------------------	---	--	------------------------------

CUSTOMER: [REDACTED] DATE: 1-13-05 TYPE: TRANSMISSION 9T60E

LICENSE NO: 2YS 152 MAKE/YEAR/VEHICLE: 94 Chevy Lumina Van MILEAGE: 19227.7

VIN/LAST EIGHTS: 103932

All implied warranties are limited to the terms of this written warranty. Consequential and incidental damages are not covered by this warranty. Some states/provinces do not allow limitations on the length of an implied warranty, or the exclusion or limitation of incidental or consequential damages; therefore, the above exclusion or limitations may not apply to you. This warranty gives you specific legal rights which vary from state to state or province to province.

Terms of this warranty and other information are shown on the reverse side of this form.

Warranty Authorized by: Jason (for seller) Warranty Accepting Province: [REDACTED]

CUSTOMER SIGNATURE ACKNOWLEDGES THE RECEIPT OF VEHICLE IN GOOD ORDER, AND HEREIN HAS READ THIS WARRANTY.

THIS FORM WAS PRINTED BY



FOR THE EXCLUSIVE USE OF ITS MEMBERS IN GOOD STANDING

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).