



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

Repository ☐

2008 MAY -6 AM 7:25
21-SEP-2005

Reference No.
10137203

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEW BERLIN State WI Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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 [REDACTED] Date 10/7/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GBFG15 [REDACTED]
Make CHEVROLET Model EXPRESS Model Year 1997
Date Purchased 20-FEB-98 Dealer's Name and Telephone Number FRANK BOUCHER CHEVROLET 262-549-1000
Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner ☒ Dealer's City WAUKESHA State WI Zip Code 53186
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-SEP-2005 Failure Mileage 78900 Failure Speed N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
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 injuries.)

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: WHILE DRIVING SERVICE ENGINE LIGHT ILLUMINATED ON THE DASH PANEL. THE CONSUMER TOOK THE VEHICLE TO A CHEVROLET DEALER, WHO PERFORMED A DIAGNOSTIC TEST WHICH SHOWED THAT TRANSMISSION WAS SLIPPING. THE DEALER NOTED THE NEXT STEP WOULD BE TO CHECK THE TRANSMISSION FLUID. DUE TO THE COLOR OF THE FLUID IT WAS DETERMINED A NEW TRANSMISSION WOULD BE NEEDED. THE CONSUMER REFERRED THE CONSUMER TO OTHER INDEPENDENT SHOPS, AND THEY TOO CONFIRMED WHAT THE DEALER SAID. THE CONSUMER TOOK THE VEHICLE HOME, AND PARKED IT. NO CORRECTIONS OR REPAIRS WERE MADE. THE CONSUMER CALLED CHEVROLET MANUFACTURER, AND THEY SAID THERE WAS NOTHING THEY COULD DO. THE CONSUMER CONTACTED CHEVROLET AGAIN, AND THEY ESCALATED HIS CONCERNS BUT OFFERED NO FURTHER ASSISTANCE. *AK I HAVE NOW REPAIRED IT BY REPLACING THE TRANSMISSION. CONTACTED NOW THE ANTI-LOCK BRAKE SYSTEM HAS FAILED. I REPLACED IT. AND THEN THE MASS AIR FLOW SENSOR FAILED AND I HAD JUST REPLACED THE REAR END. REPLACED IT. TOO MUCH HAS FAILED!

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 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)

FAILURE OF REAR END

" " TRANSMISSION
" " ANTI-LOCK BRAKES
" " MASS AIR FLOW SENSOR

ALL BEFORE 90,000 MILES - ALL NOW REPLACED.
REPAIR CENTER SAID THE TRANSMISSION AND REAR-END REPAIRS/
REPLACEMENTS WERE EXPECTED BECAUSE CHEVROLET DOES
NOT PUT ~~A~~ BEEFY ENOUGH PARTS IN THE 1500 EXPRESS VAN.
THE ANTI-LOCK BRAKES HAD TO BE REPLACED TWICE BECAUSE
CHEVROLET DID NOT GIVE ME THE CORRECT PART INFORMATION;
IT STILL ^{DOES} NOT WORK ALL THE TIME! - ONLY INTERMITTENTLY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

New Berlin WI

MILWAUKEE WI 532

28 APR 2008 PM 4 T

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

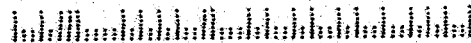
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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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
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IN THE
UNITED STATES

20390+9338



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

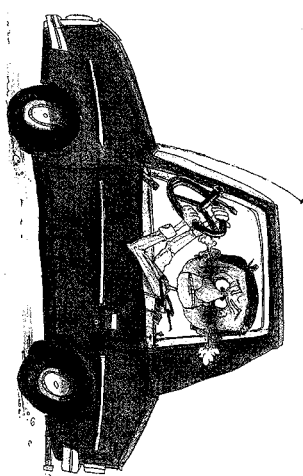
**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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