



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 16 PM 4:03  
Repository:   
Reference No.: 10138360

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: RIDGFIELD State: CT 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 authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 10/20/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1GNEL19W3 [Redacted]  
Make: CHEVROLET Model: ASTRO Model Year: 2000  
Date Purchased: 20-DEC-99 Dealer's Name and Telephone Number: Maritime Motors (chev) 203-866-4467  
Original Owner:  Dealer's City: Norwalk State: CT Zip Code: 06854  
Engines: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: ALL WHEEL DRIVE  
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 03-OCT-2005 Failure Mileage: 64,400 Failure Speed: 3 mph  
P. Steering + P. Brakes Pump

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]  
DOT No. (Example: DOTM1ABBC036): [Redacted]  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: 0 Number of Deaths: 0 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: 2000 CHEVROLET ASTRO VAN. WHILE THE CONSUMER WAS LEAVING THE DRIVEWAY THE STEERING WHEEL WOULD NOT TURN AND THE BRAKES DID NOT WORK. THE CONSUMER CONTACTED GMC. THEY DID NOT HAVE A RECALL FOR THIS PROBLEM. THIS WAS THE SECOND TIME THAT THIS HAPPENED. THE FIRST TIME THIS HAPPENED THE DEALERSHIP PUT ON A NEW PUMP. THE NEW PUMP FAILED ALSO. THE NEW PUMP WAS PUT ON AS A NEW VEHICLE GUARANTEE. THERE WERE NO ACCIDENTS OR INJURIES. \*SC. \*AK

*Note, this also happen to my son chev Suburban while his wife was driving*

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)

First time while driving through intersection on RT 35 in Ridgefield, Ct. [REDACTED]

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



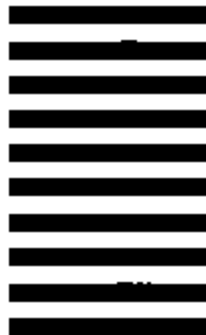
GREETINGS FROM STAMFORD CT POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

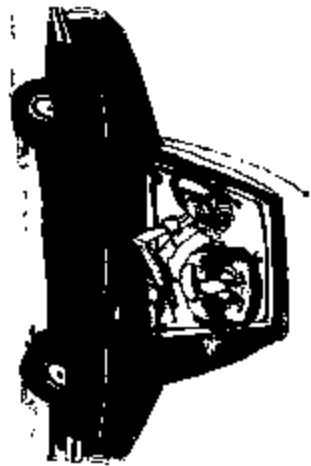
**DASH2DOT**

and dial toll free at

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