



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
 09-JAN-2007

Repository

Reference No.
 10178204

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City NASHVILLE State TN 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?
 In the absence of an authorized signature or address to the vehicle manufacturer. YES NO
 Signature of Owner [REDACTED] Date 1/17/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDU03E32D [REDACTED]
 Make CHEVROLET Model VENTURE Model Year 2002
 Date Purchased 25-JUN-02 Dealer's Name and Telephone Number BANNEN'S CHEVROLET 615-851-8033 Engine: No: Cylinders 6 Fuel Type: Gas
 Original Owner Dealer's City MADISON State TN Zip Code 37116
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
 Vehicle Component Code 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
 Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-DEC-2006 Failure Mileage 48700 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTM9ABC036) 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), condition(s) 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).

TL* - THE CONTACT STATED THAT AIR BAG SENSOR LIGHT CONTINUED TO GO ON AND OFF AT ANY GIVEN TIME WHILE DRIVING. HE CONTACTED THE DEALERSHIP AND WAS TOLD THAT HE NEEDED TO PAY A MINIMUM OF \$70.00 FOR THE SERVICE DEPARTMENT TO RUN DIAGNOSTIC TESTS ON HIS VEHICLE. THE CONTACT STATED THAT HE CONTACTED GENERAL MOTORS (GM), AND WAS TOLD THAT HE HAD TO PAY FOR THIS SERVICE. THE CONTACT FILED A COMPLAINT WITH GM ON 01/02/06. THE MANUFACTURER STATED THAT THE AIR BAG WAS A REGULAR MAINTENANCE ISSUE AND THEY REFUSED TO CORRECT THIS PROBLEM. IN THE OWNER'S MANUAL ON PAGE 7-16, IT STATED THAT THE AIRBAG SYSTEM DIDN'T NEED REGULAR MAINTENANCE. THE CONTACT FILED A COMPLAINT WITH THE MANUFACTURER AND THE FILE# WAS 71-464-478231. *AK **I'm AFRAID THAT THE AIR BAGS MIGHT COME OUT AND HURT MY FAMILY OR CAUSE AN ACCIDENT! WE'RE ALMOST AFRAID TO DRIVE THE VEHICLE. WE DON'T KNOW IF VEHICLE IS SAFE!**

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.