



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

2007 JUL 30 AM 7:18
 11-APR-2007

Repository

Reference No.
 10187605

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City CUMMINGS State GA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to release information 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 7/7/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDU03EX3D [REDACTED]
 Make CHEVROLET Model VENTURE Model Year 2003
 Date Purchased 01-FEB-03 Dealer's Name and Telephone Number BILL HEARD CHEVROLET Engine: No: Cylinders 6 Fuel Type: Gas
 Original Owner Dealer's City BUFORD State GA Zip Code [REDACTED]
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
 Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY
 Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-APR-2005 Failure Mileage 113000 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: DOTM19ABC036) 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).

TL*THE CONTACT OWNS A 2003 CHEVROLET VENTURE. THE CONTACT BEGAN TO SMELL GAS BOTH INSIDE AND OUTSIDE THE VEHICLE. APPROXIMATELY ONE YEAR AFTER INITIALLY DETECTING GAS THE DEALER INSPECTED THE VEHICLE. THE DEALER STATED THAT THE FAILURE WAS THE HEAD GASKET. THE CONTACT BROUGHT THE VEHICLE TO A LOCAL MECHANIC FOR REPAIRS, BUT THE SCENT OF GAS REMAINED. THE VEHICLE WAS INSPECTED AGAIN APPROXIMATELY FOUR MONTHS LATER. THE DEALER STATED THAT THE ENTIRE FUEL SYSTEM SHOULD BE REPLACED. ONCE MORE, THE CONTACT BROUGHT THE VEHICLE TO A LOCAL MECHANIC FOR REPAIR. THE MECHANIC STATED THAT THE FILLER HOSE DETERIORATED DUE TO POOR DESIGN OR A MATERIAL DEFECT. THE CURRENT AND FAILURE MILEAGE WERE 113,000.*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)

This car leaks fuel from the manifold (head gasket) as well as from the fuel tank system. I truly hope our vehicle was just a "bad apple" for this make and model - but we seriously doubt it. Good luck with the - 6m claims no defects.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov
NHTSA

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