



U.S. Department of Transportation
 2009 MAR -3 PM 2:53
 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

10-FEB-2009

Repository

Reference No.

10258171

OWNER INFORMATION (Type or Print)

Name

Address

City

BERLIN

State

PA

Zip Code

Daytime Telephone Number

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

Date 2/17/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GNDV33178

Make

CHEVROLET

Model

UPLANDER

Model Year

2008

Date Purchased

9/23/08

Dealer's Name and Telephone Number

Zeigler Chevrolet

Engine:

No: Cylinders

Fuel Type:

Original Owner

no

Dealer's City

Claysburg

State

PA

Zip Code

6

Transmission Type

automatic

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

09-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 110000 ELECTRICAL SYSTEM

Failure Mileage

~~22000~~
Since purchase

Failure Speed

0

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: DOTM19ABC036)

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

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 2008 CHEVROLET UPLANDER. THE CONTACT STATED THAT THE DOOR OPEN WARNING INDICATOR REMAINS ILLUMINATED. IT FAILS TO DIM AND HIDES ALL OF THE OTHER INFORMATION, INCLUDING THE SPEED, ON THE INSTRUMENT PANEL. THE DEALER STATED THAT THIS WAS NORMAL AND SHE COULD CALL THE GM MANUFACTURER. THE CONTACT CALLED GM AND THEY STATED THAT IT WAS A DESIGN FLAW THAT THEY ARE AWARE OF; HOWEVER, THERE WAS NO REMEDY. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 22,000. The present mileage is 23,100.

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.

2008 Chevy Uplander
1GNDV33178

The problem with my vehicle is that the "door open" warning system does not function properly. If the car is started with a door open, the message remains illuminated no matter what - it does not go away when the door is closed as on every other vehicle I've owned, it does not go away when you press a button on the information center to acknowledge it (as the owner's manual says it should), + it does not go away after the vehicle has been turned off for two seconds (again as stated in the owner's manual - in fact the message was still there 2 days later in one case). The only way to clear the message is to turn the vehicle off and restart it. The problem with this is that the message blocks the odometer, thermometer and ice warnings. I do not know, but am concerned, it could block more important (and real) messages concerning engine overheating or battery problems.

The other, and potentially even more serious, problem is that once the vehicle is started the "door open"

message no longer comes on. If I stop to pick up or discharge a passenger and the door is not closed correctly, you are not warned.

The vehicle has done this since I got it (used in 9/08 with about 16,000 miles). I spoke to the dealer about it, and said I would not worry about it until it was time to get it in for an oil change. At that time (Jan 2009), the repair department told me all the 2007/2008 Uplanders did that and it was functioning correctly. I then contacted the Chevrolet Customer Assistance Center. After multiple phone calls, I was finally told that it is a "design flaw", "GM is aware of it", but there is "no fix now." I recently discovered that the "parking brake on" message does the same thing, so there may be more defects in the system than I am aware of. All GM has offered is a free lube/oil change for my trouble. This does nothing to correct the problem. I'd hate to see a child fall out of one of these vehicles.