



8 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

10-NOV-2009

Repository

Reference No. 10291647

OWNER INFORMATION (Type or Print)

Name, Address, City CEDER CREEK, State TX, Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share this information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number 1GCGG25V46, Make CHEVROLET, Model EXPRESS 2500, Model Year 2006, Date Purchased Aug/2008, Dealer's Name Henna Chev. Austin, TX, Engine: No: Cylinders, Fuel Type, Transmission Type, Antilock Brakes, Powertrain, Multiple Failure, Incident Date(s) 15-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING, Failure Mileage 50000, Failure Speed 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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, Number of Deaths, 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 2006 CHEVROLET EXPRESS G2500. WHILE DRIVING APPROXIMATELY 65 MPH THE ENGINE BEGAN TO REV. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, AND THE THROTTLE BODY POSITION SENSOR WAS REPLACED. AFTER THE REPAIR, THE VEHICLES ROAD PERFORMANCE WAS POOR. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, AND THE IAC VALVE CONNECTOR WAS REPLACED. THE FAILURE MILEAGE WAS 50,000. THE CURRENT MILEAGE WAS 52,000.

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)

This high idle problem was hard to diagnose. Covert Chevrolet in Bastrop discovered a burnt wire. Their Invoice is attached. Our nephew in Louisiana had the same problem with his Suburban. Please investigate this. The van was very dangerous to drive - at the high idle state. Take foot off gas pedal - would not slow down. 1st diagnosis was Throttle Body Position Sensor. 2nd Diagnosis by Covert was an intake Plenum (warped). Neither were the problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



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
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



COVERT AUTOMOTIVE GROUP



BUICK



COVERT CHEVROLET-OLDSMOBILE-BUICK-PONTIAC, INC.



BASTROP (512) 303-2311
DIRECT PARTS LINE (512) 303-2346
TEXAS WATS (800) 937-7076

HIGHWAY 71 WEST
BASTROP, TEXAS

P.O. BOX J
BASTROP, TEXAS 78602

CUSTOMER NO. 4508	ADVISOR DANNY NICHOLS	251	TAG NO. 3103	INVOICE DATE 11/03/09	INVOICE NO. CTCS277286
BASTROP AUTO WORKS PO BOX 180 943A HWY 71 BASTROP, TX 78602-0180	LABOR RATE	LICENSE NO.	MILEAGE 53,873	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/EXPRESS VAN/VAN 2			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G C G G 2 5 V 4 6 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 174273602		P.C. NO.	R.O. DATE 10/27/09	
RESIDENCE PHONE	COMMENTS				MO: 53875

JOB# 1 CHARGES-----

LABOR-----

J# 1 10CVZ DRIVEABILITY TECH(S):126 98.00

ENGINE IDLES TOO HIGH - TECH 126
CUST PERFORMED REPAIRS AS PER PREVIOUS EST
FOUND IAC CONTROL CIRCUIT 444 OPEN, IAC VALVE RETRACTING
TO FULL POSITION BUT NOT CLOSING, IDLE HIGH,
REPLACED IAC VALVE CONNECTOR, RETEST.

PARTS-----QTY-- FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
1 19115673 CONNECTOR 16.263	99.88	99.88
TOTAL - PARTS		99.88

JOB# 1 TOTALS-----

LABOR	98.00
PARTS	99.88
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	197.88

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A 1SS SHOP SUPPLIES 7.84

TOTAL - MISC 7.84

COMMENTS-----

RENE 581-1878

TOTALS-----

DISCLAIMER OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

TOTAL LABOR....	98.00
TOTAL PARTS....	99.88
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	7.84
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	205.72

Signature of the Person Responsible or Agent for Person Responsible for Payment **X**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

PAID
CK. NO. 11/3/09
DATE

The Reynolds and Reynolds Company EPAN1511E CO601407 Q (06/09)