 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation  <b>National Highway Traffic Safety Administration</b></p>		<p>Date Received  <b>APR 27 2010</b>          11-MAR-2010</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No.          10319064</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name</p>		<p>Daytime Telephone Number</p>	
<p>Address</p>		<p>E-mail Address</p>	
<p>City GRAY</p>	<p>State ME</p>	<p>Evening Telephone Number</p>	
<p>The information you provide will be used to identify potential safety-related defects. We may share your 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).</p>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit vehicle Identification Number Located at bottom of windshield on driver's side          1GNEL19W0YB [REDACTED]</p>		<p>Make          CHEVROLET</p>	<p>Model          ASTRO</p>
<p>Model Year          2000</p>		<p>Date Purchased  <b>2/19/93</b></p>	
<p>Dealer's Name and Telephone Number  <b>PURCHASED: ROWE FORD, AUBURN, ME</b></p>		<p>Engine:          No: Cylinders  <b>6</b></p>	
<p>Original Owner  <input type="checkbox"/> NO</p>		<p>Fuel Type:</p>	
<p>Dealer's City  <b>SERVICED: SEBAGO LAKE</b></p>		<p>State  <b>ME</b></p>	
<p>Zip Code</p>		<p>Multiple Failure:  <b>YES</b></p>	
<p>Transmission Type  <b>AUTO</b></p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain  <b>CHEVROLET WINDHAM, ME</b></p>	<p>Incident Date(s)          01-DEC-2009</p>
<p><input checked="" type="checkbox"/> Cruise Control</p>			
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: 180000 VEHICLE SPEED CONTROL, <b>SPEED SENSORS AND OR CPU (COMPUTER SYSTEM)</b></p>		<p>Failure Mileage          130000</p>	<p>Failure Speed          65</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>	
<p>Tire Size (Example P215/65R15)</p>		<p>DOT No. (Example: DOTM9ABC036)</p>	
<p><input type="checkbox"/> Original Equipment</p>		<p>Failure Location:</p>	
<p><input type="checkbox"/> Prior Repair</p>		<p>Tire Component Code</p>	
<p>Tire Failure Type:</p>		<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>	
<p>Make:</p>		<p>Date Manufactured:</p>	
<p>Seat Type:</p>		<p>Model No./Name:</p>	
<p>Installation System:</p>		<p>Child Seat Component Code:</p>	
<p>Failed Part:</p>		<p><b>APPLICABLE INCIDENT INFORMATION</b>          (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>	
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>
<p>Reported to Police          N</p>		<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>          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).</p>	
<p>TL*THE CONTACT OWNS A 2000 CHEVROLET ASTRO VAN. WHILE THE CRUISE CONTROL WAS SET AT SPEEDS OF 65 MPH, THE BRAKE PEDAL WAS APPLIED TO DISENGAGE THE CRUISE CONTROL. HOWEVER, THERE WAS NO RESPONSE. THE VEHICLE CONTINUED TO ABNORMALLY ACCELERATE WHILE THE BRAKES WERE APPLIED. THERE WAS AN EXTREMELY LOUD ROARING NOISE COMING FROM THE ENGINE WITH AN INCREASE IN THE RPMS. THE VEHICLE WAS RAPIDLY APPROACHING A TRAFFIC LIGHT AND THE GEAR WAS SHIFTED INTO NEUTRAL POSITION. THE ENGINE WAS TURNED OFF. THE VEHICLE WAS COASTED TO A STOP WITH VERY LIMITED BRAKING POWER. AFTER SEVERAL MOMENTS, THE VEHICLE WAS ABLE TO RESTART. THE VEHICLE WAS ABLE TO RESUME OPERATION. THE VEHICLE WAS TAKEN TO THE DEALER. THE CPU (CENTRAL PROCESSING UNIT) AND OPTICAL WHEEL SENSORS WERE INTERMITTENTLY FAULTY WHICH REQUIRED REPLACEMENT. THE SENSORS WERE CLEANED TO CORRECT THE PROBLEM. THE IDENTICAL FAILURE OCCURRED ON A SEPARATE OCCASION. THE VEHICLE WAS TAKEN BACK TO THE DEALER THAT ADVISED THE REPLACEMENT OF THE ENTIRE CPU. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 130,000. <b>IT WAS BROUGHT TO THE ATTENTION OF GENERAL MOTORS CUSTOMER SERVICE DEPT. THEY REFUSED TO CORRECT THE FAULTY ENGINEERED DESIGN. NO ONE,</b></p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

INCLUDING THE CHEVROLET DEALERSHIP CONTACTED US TO HELP. WITH THE ENGINEERED DESIGN THAT IS A SAFETY HAZARD. AND WE ARE LEFT WITH A VEHICLE THAT IS A SAFETY HAZARD.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THERE WERE SEVERAL PASSENGERS IN THE VEHICLE WHEN THE ELECTRONIC FAILURE OCCURRED. ALL PASSENGERS DID NOT SUSTAIN AND PHYSICAL INJURIES, HOWEVER ALL PASSENGERS WERE EXTREMELY FRIGHTENED BY THE FACT THAT THE DRIVER COULD NOT CONTROL THE VEHICLE UNTIL SUCH TIME THAT HE TOOK SOME HIGHLY EXPERIENCED ACTIONS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

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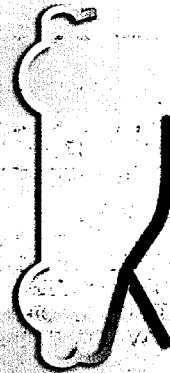
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US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Avenue SE, Washington, D.C. 20077-9382



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

