

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center">DOT Auto Safety Hotline</p> <p align="center">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received NOV 10 2010 12-AUG-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10349083</p>			
<p align="center">OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
LIVONI	MI				
<p><i>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).</i></p>					
<p align="center">VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1GKFH15T151		GMC	SAVANA	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders	Unleaded	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	Dearborn	MI		EIGHT	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input checked="" type="checkbox"/> Cruise Control	AWD		20-MAY-2010	
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353600 EQUIPMENT: ELECTRICAL: AIR CONDITIONER			Failure Mileage	Failure Speed	
			41000		
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p align="center">APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N	
<p>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).</p>					
<p>TL*THE CONTACT OWNS A 2005 GMC SAVANA. WHILE ATTEMPTING TO ACTIVATE THE AIR CONDITIONING SYSTEM THE CONTACT NOTICED THAT VEHICLE WOULD NOT BECOME COOL. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHERE THE CONTACT WAS INFORMED THAT THE COOLING LINES NEEDED TO BE REPLACED DUE TO A LEAK. THERE WERE NO PRIOR WARNINGS AND THE VEHICLE WAS NOT REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 41000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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>					

I'M A PROUD OWNER OF A 2005 GMAC SAVANA PASSENGER VAN, WITH A SERIOUS PROBLEM, WHILE TRYING TO TAKE A VACATION AND DRIVING THROUGH THE HOT STATE'S KENTUCKY, TENNESSE, AND ALABAMA I TURNED ON THE AIR CONDITIONER AND ONLY RECEIVED HOT, HOT AIR WHAT A BUMMER.

RETURNING FROM VACATION I HAD THE AIR CONDITIONER UNIT SERVICED TWICE AND THAT'S WHEN IT WAS DISCOVERED THAT THE COOLANT LINES THAT RUNS TO THE REAR CLIMATE CONTROLS WERE LEAKING FREON, AND AT THIS TIME I HAD ONLY OWNED THE VAN FOR ONLY FOUR YEARS AND EIGHT MONTHS.

MY MAIN CONCERN AND COMPLAINT IS THAT GENERAL MOTORS IS INSTALLING THE COOLANT LINES DIRECTLY UNDER THE VEHICLE'S WHICH COME EQUIPPED WITH REAR CLIMATE CONTROL'S WITH NO PROTECTION AND THESE COOLANT LINE'S ARE BEING EXPOSED TO ALL TYPES OF DIFFERENT ELEMENT'S OF THE OUT DOORS ESPECIALLY THE SEASON OF WINTER WHICH CAN BE VERY HARSH ON ANYTHING OR ANY BODY.

I HAVE MET AND SPOKE WITH
NUMEROUS PEOPLE WHO OWNED OR
OWN GM VEHICLES WHETHER
IT WAS A VAN OR A SUBURBAN,
TAHOE, EQUIPPED WITH THE REAR
CLIMATE CONTROL FEATURE AND
THEY ARE HAVING THE SAME
PROBLEMS WITH THE COOLANT
LINES THAT GOES TO THE REAR
CLIMATE CONTROL WHICH ARE
BEING DAMAGED BECAUSE OF
THE LOCATION, AND INSTALLATION OF
THE COOLANT LINES AND THE ELEMENTS
OF THE SEASON WE CALL WINTER.
THE ESTIMATED COST FOR THE
COOLANT LINES AND REPAIRS
STARTED AT 800.00 TO A 1000.00
WHY SHOULD THE CONSUMERS FOOT
THE BILL FOR A VERY, VERY POOR
DESIGN, AND INSTALLATION, THAT'S
STILL BEING INSTALLED THE SAME
WAY TODAY AS YOU READ MY
COMPLAINT.

THANK YOU.

