



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

JUN 15 2011  
20-MAY-2011

Repository

Reference No.  
10402160

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City WARBLE Walpole

State MA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

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).

**VEHICLE INFORMATION**

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

1GNDV331X8D [REDACTED]

Make CHEVROLET

Model UPLANDER

Model Year 2008

Date Purchased May 2008

Dealer's Name and Telephone Number Vandetti 508-528-3450

Engine: No: Cylinders 6

Fuel Type: Gas

Original Owner

Dealer's City Franklin

State MA

Zip Code

Transmission Type Auto

Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) 11-SEP-2008

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

Failure Mileage 6000

Failure Speed

**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: DOTM9ABC036)

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 2008 CHEVROLET UPLANDER. THE CONTACT STATED THAT BOTH SLIDING DOORS OPEN ON THE VEHICLE WITHOUT ASSISTANCE. THE CONTACT STATED THE DOORS ALSO OPENED WHILE THE VEHICLE WAS MOVING. THE CONTACT TOOK THE VEHICLE TO THE DEALER SEVERAL TIMES, BUT THEY HAVE NOT BEEN ABLE TO REPAIR IT. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 6,000 AND THE CURRENT MILEAGE WAS 48,000.

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)

My wife is an ~~amputee~~ amputee. She stores Wheel Chair in Sliding Door Area

#1 2008 Door popped open + knocked her down

#2 2010 - Slider was ajar - she pulled into parking lot + got out to try to close. She was attacked from behind. Filed report w/ Franklin PD

#3 2010 - While in a parking lot she closed slider - it popped back open allowing our dog to get loose in parking lot.

#4 May 2011 - 8:45 PM Franklin Senior Center - Friend walked her to car in dark lot. When car started friend left her alone. Sliding door reopened 10 time in a row leaving her alone unable to drive away

ATTACH ADDITIONAL SHEETS IF NECESSARY See enclosed picture

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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



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