



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

258

Date Received

06-JAN-2001

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Reference No.

738898

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNDX03E2XD111390	CHEVROLET TRU	VENTURE	1999	

Purchase Date 01-FEB-2099 ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) 3.1 LI No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15430000	Part Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-MAR-2099 Mileage at Failure(s) 420 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SLIDING SIDE REMOTE DOOR FIRST BECAME INOPERATIVE ONE WEEK AFTER CAR'S PURCHASE. IT WAS FIRST FIXED BY ORIGINAL DEALERSHIP AT NO CHARGE. AFTER THAT IT HAS BEEN BACK TO A DIFFERENT DEALERSHIP IN SAN FRANCISCO OVER A DOZEN TIMES AND "REPAIRED" (POWER MODULE REPLACED, FLOOR PLATE REPLACED, SWITCH PLATE, REPLACED) OVER A DOZEN TIMES, ALL AT THE OWNER'S EXPENSE. CHEVROLET PUT OUT A RECALL FOR REPLACEMENT OF THE POWER MODULE. WHEN WE WENT TO HAVE IT REPLACED THEY SAID ONE OF OUR PREVIOUS REPLACEMENTS (AT OUR EXPENSE) HAD ALREADY TAKEN CARE OF THAT. SINCE THEN THE DOOR HAS BEEN INOPERATIVE EIGHT TIMES. EACH TIME THE DEAL DOES A DIAGNOSIS, ORDERS PARTS AND REPAIRS AND DOOR BREAKS DOWN SOON THEREAFTER (THE SAME DAY SOMETIMES). THE VEH

CONTINUE ON BACK IF NEEDED

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.