



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

04-MAR-2002

Ord. or

rt. dt

pd. rt

rp. ltr

Reference No.

758892

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) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GDFG15R3Y1231785	GMC	VANDURA	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) V6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style	
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

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

Component 01560000 03270000 08000000	Part Name(s) STEERING:LINKAGES:TIE ROD:END BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM ELECTRICAL SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 18-SEP-2001 Mileage at Failure(s) 180 Vehicle Speed at Failure(s) 15	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER STEERING INKAGE AND ELECTRICAL PROBLEM ORIGINALLY I ASKED TO CANCEL AND HAVE MY VEHICLE RETURNED AND WAS REFUSED. THIS IS THE THIRD INCIDENT WHICH COULD HAVE BEEN FATAL. THIS THING IS DANGEROUS. THE SIDE WAS DAMAGED WHEN I PURCHASED THE VEHICLE, BUT THEY SAID IT HAPPENED ON THE LOT. TODAY THE BRAKES OVERHEATED INCLUDING THE WHEELS AND TIRES. THESE PEOPLE KNEW I WAS LEAVING FOR MEXICO WHEN I BOUGHT THE VEHICLE. WHEN THE TIE ROD END LET GO HAD I LEFT FOR MEXICVO I PROBABLY WOULD NOT BE ALIVE. I TOLD GMC AND THEY IGNORED THE PROBLEM. THE DEALER REPLACED THE TIE ROD END AND APPARENTLY PERFORMED NO INSPECTIONS. I ASKED THE DEALER TO CANCEL THE CONTRACT AND GIVE ME BACK MY VEHICLE. HE TOI

COPIED FROM NHTSA FORM 101

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.

**From:** Margaret Cauthorne  
**To:** [REDACTED]  
**Date:** 3/29/02 10:18AM  
**Subject:** #758892 - GMC 1500 Conversion Van 2000

*Handwritten:*  
NHTSA  
3/29/02

Dear [REDACTED]

Thank you for your e-mail correspondence dated March 4, 2002, concerning linkage and electrical problems on your 2000 GMC 1500 Conversion Van.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you previously provided (our file No. 758892). Reports from motorists are a very important source of information for us.

We have made general entries in our data base concerning the electrical and linkage problems you have experienced with your vehicle. However, we would like for you to identify which fuses have had to be replaced and identify the linkage, e.g., steering, accelerator, windshield wipers, etc. The information you provide will be used to update your previous report.

If further assistance is needed, please contact Mr. Freddie Richards, Jr., Editorial Specialist, Information Management Staff, Office of Defects Investigation at (202) 366-5211.

Sincerely,

Alberto A. Jimenez, Chief  
Information Management Staff  
Office of Defects Investigation  
Safety Assurance