



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

25-MAR-2002

Ord. or

rt. dt

pd. rt

rp. hr

Reference No.

759767

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) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNDX03E3XD270354		CHEVROLET TRUCK	VENTURE	1999	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City State Zip Code		No. Cylinders		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
			Body Style		
			☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No. of Failure	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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)

TRANSMISSION NEEDED TOTAL REPLACEMENT AT 48,000 MILES. TRANSMISSION REPAIR SERVICE INDICATED THEY HAD SEEN THIS PROBLEM (SPECIFIC PROBLEM IS FAILURE OF A BRASS BUSHING) IN OTHER CHRV VENTURE VEHICLES WITH THE SAME TRANSMISSION. ^AK

COPIES OF THIS FORM ARE:

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.



State of Wisconsin
Scott McCallum, Governor

Department of Agriculture, Trade and Consumer Protection

James E. Harsdorf, Secretary

5/14/02 See ODI # 751
759767

January 16, 2002

OFFICE
DEFECTS INVESTIGATION

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: **File 391913** (Refer to this number when contacting our agency)

OREGON WI

RECEIVED
MAY 14 2002
OFFICE
DEFECTS INVESTIGATION

Dear Sir/Madam:

I received a complaint from Tom Niebauer regarding an unsatisfactory transaction with your business.

I am forwarding a copy of this complaint to you. After reviewing the complaint, please send your written response to Tom Niebauer and to our office within two weeks.

Your written response is important so your position can be included in the Bureau's permanent record.

Thank you for your cooperation and prompt response. Please contact me if you have any questions.

Sincerely,

Trina L. Kluever

Consumer Specialist

BUREAU OF CONSUMER PROTECTION

Voice Mail: 608-224-4996/Fax: 608-224-4939

E-Mail: trina.kluever@datcp.state.wi.us

Enc.:

CC: ✓ National Highway Traffic Safety Administration
Center for Auto Safety
Wisconsin Department of Transportation

RECEIVED
MAY 17 2002
MHS/TRANSPORT DIV.

Ammani

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Burt, Jeanne E DATCP

From: [REDACTED]
Sent: Thursday, September 27, 2001 12:01 PM
To: Hotline, DATCP DATCP
Subject: RE: Should I file complaint?

Thanks for the complaint form. (I already had one). I don't want to take up your time or mine if there is nothing further that I or you can do. If I file a complaint, my understanding is your office will send it plus a letter requesting GMC's side of the story. GMC will say they tried to "help" and that 50% was reasonable. Assuming we reach that point, is there anything your office can do???

If I file a complaint will your office inquire about other problems with this transmission? Must GMC provide you that information if you ask??

From: Moore, Tom S DATCP on behalf of Hotline, DATCP DATCP
Sent: Thursday, September 27, 2001 11:53 AM
To: [REDACTED]
Subject: RE: Should I file complaint?

Complaint form attached: <<File: CP3CF301.DOC>>

-----Original Message-----

From: [REDACTED]
Sent: Thursday, September 27, 2001 11:44 AM
To: Hotline, DATCP DATCP
Subject: Should I file complaint?

I own a 1999 Chevrolet Venture Van with 49,000 miles. The transmission died due to failure of a brass bushing which disintegrated and broken pieces clogged the gears. Transmission warranty was 3 years or 50,000 miles. The 3 years has expired.

General Motors agreed to cover 50% of the repairs (total repair bill about \$2700) at Stark Motors in Stoughton WI.

When the problem first occurred, I took the van to Eastside Transmission in Madison. They were the ones who discovered the broken bushing. They called me and suggested I take it to the dealer because (1) that type of problem should not have occurred, (2) they have seen that specific problem in other GMC vehicles with the same transmission. I then took the vehicle to Stark.

GMC Customer Service then offered to cover half the repair cost, which I accepted. I have not signed anything waiving my right to complain on this repair.

Nonetheless, after talking to another transmission repair shop, I am convinced that this has the appearance of a recurring problem with this specific transmission (there is no recall nor "special provisions" from GMC on this transmission).

Since the warranty is no longer in effect and since GMC agreed to cover half the repair, is there anything your office can do beyond what I have already done? Hence, is there any point in my filing a complaint with your office??

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Is there any "national registry" I could contact to let them know of this problem that seems to be occurring with this transmission?

Is there any legal, or easy way for me to find out how many complaints GMC has received on this transmission?
(The customer service staff had no idea if there were other complaints regarding this transmission).





Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

To Businesses:

We encourage consumers to use this form when they first contact you with a problem. Please take this opportunity to promote your business by quickly working out this dispute.

10/15/2001

1. How do we contact you?

Name: (Mr.) Mrs. Miss Ms. [Redacted]

(circle one)

(last)

Home Phone: (608) [Redacted] ext. [Redacted] or () [Redacted] ext. [Redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home (Work) Best time: [Redacted]

Address [Redacted] PO Box: [Redacted] Apt.# [Redacted]

City: Oregon State: WI Zip: [Redacted] County: Dane

2. What business is your complaint against?

Name of business: Chevrolet Motors

Address: Box 2047 PO Box: [Redacted] Apt.# [Redacted]

City: Troy State: MI Zip: 48067-2047 County: [Redacted]

Phone: (800) 222-1020 you talked to: [Redacted] Title: [Redacted]

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | |
|---|---|
| ☐ Person from business came to my home | ☒ I went to the business |
| ☐ Person from business called me | ☐ I telephoned the business |
| ☐ Business sent me information in the mail | ☐ I responded to a radio or TV ad |
| ☐ I attended a convention or trade show | ☐ I responded to a printed advertisement |

4. When did the first contact occur? month: Sept. day: 20 year: 2001

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) Automobile Transmission Repair

7. Was it advertised? (circle one) No Yes Date: [Redacted] Where: [Redacted]

8. Did you sign a contract? (circle one) No Yes Date: [Redacted] Number on contract, policy or receipt [Redacted]

9. If yes, where were you when you signed the contract? [Redacted]

10. Amount paid: \$ 1,302.46 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- | | |
|--|--|
| ☐ At my home | ☒ At the company's place of business |
| ☐ Over the telephone by credit card | ☐ At a convention or trade show |
| ☐ By mail | ☐ In someone else's home |

12. Did you contact the business about your complaint? ☒ Yes When? 9-21-01 What happened? offer of 50% reduction

13. Have you filed this complaint with another agency? ☒ Yes Agency name? [Redacted] What happened? [Redacted]

14. Have you contacted a private attorney? ☒ Yes Have you started court action? [Redacted] Yes [Redacted] No

IMPORTANT: More questions on the back page (over)

NSA-10.01 aae

Ref. #759767

[REDACTED]
Oregon, WI [REDACTED]

Dear M [REDACTED]

Thank you for your correspondence dated September 27, 2002, concerning your 1999 Chevrolet Venture. The State of Wisconsin Department of Agriculture, Trade, and Consumer Protection referred your e-mail correspondence to the National Highway Traffic Safety Administration (NHTSA). As you are aware, the mail delivery in the Washington, DC, area was delayed for treatment of possible anthrax contamination. This has caused a delay in answering your correspondence that we received April 29, 2002. We regret any inconvenience this delay may have caused you.

We appreciate the previous Vehicle Owner's Questionnaire you provided on March 25, 2002 reference number 759767. Clearly, transmission failure and the cost of its replacement is frustrating. While frustrating, the type of transmission problem you described is not related to motor vehicle safety within the meaning of our statute. The agency has no jurisdiction over non-safety defects, warranty, and remuneration matters. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone: 1-877-FTC-HELP (1-877-387-4357); by mail: Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

If further assistance is needed please contact Mr. Freddie L. Richards, Jr., Editorial Specialist, Information Management Staff, Office of Defects Investigation, at (202) 366-5224.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Jimenez'.

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

Enclosure(s)