



DOT Auto Safety Hotline

U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1388

Date Received

17-OCT-2002

Od\_ or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_fr \_\_\_\_\_

Reference No.

8021031

## OWNER INFORMATION (Type or Print)

GLEN CARBON

IL

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized representative, please provide name and address to the vehicle manufacturer.

Signature of Owner

Date 11/7/02

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1GNDM19W4XB109733	CHEVROLET TRUX	ASTRO	1999	101,236		
Purchase Date 10-19-99	Dealer's Name <u>Feld Chevrolet</u>		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injected		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>St. Louis</u> State <u>MO</u> Zip Code <u>63044</u>	No. Cylinders <u>6</u>				
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport/Utility 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 checked="" type="checkbox"/> Other (1999)

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

Component 07240000	Part Name(s) POWER TRAIN:TRANSMISSION:UNKNOWN TYPE	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) <u>02-OCT-2002</u> Mileage at Failure(s) <u>8536</u> Vehicle Speed at Failure(s)	Failed Part(s) Available? <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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES THAT WHILE DRIVING AT ANY SPEED AND NO WARNING THE TRANSMISSION IS MAKING A CLUNKING NOISE AND IT IS CAUSING A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED TS

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

TRANSMISSION Problem Started ON 7-10-00. I HAVE ENCLOSED COPIES OF EVERY TIME IVE HAD IT SERVICED FOR THIS. THIS WAS AN ONGOING PROBLEM. ATTACHED ALSO IS THE TWO TIMES THE DOOR HANDLE IN REAR BROKE OFF - AND THE TWO TIMES THE DRIVERS SIDE WINDOW MOTOR WAS REPLACED, I AM NOT HAPPY WITH THIS VAN. MY ~~REAR~~ REAR VIEW MIRROR WHILE DRIVING IS SHOT. WEVE BEEN TOWED TOO MANY TIMES. WHILE ACCELERATING THE VAN WOULD SURGE AND JERK AND THEN KLUNK, THAT HAS HAPPENED AT LEAST 50 TIMES. WHILE DRIVING OBVIOUSLY IVE TRIED TO HAVE IT FIXED BUT NOW THEY SAY I NEED A NEW TRANSMISSION. FUNNY THAT THE ~~WARRANTY~~ WARRANTY IS NOW UP. ALSO INCLUDED IS A LETTER WRITTEN TO CHRYSLER ON AUG 24, 2000

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration DOT Auto Safety Hotline, NSA-10.1 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration <http://www.nhtsa.dot.gov>

August 28, 2000

Chevrolet Customer Service  
P.O. Box 33170  
Detroit, MI 48232-5170

To Whom It May Concern,

My wife and I purchased a 1999 Chevrolet Astro van on October 19, 1999. We purchased our van at Feld Chevrolet, 11200 St-Charles Rock Road, St. Louis, Mo 63044. We have experienced problems with our van that have altered our view on the quality that Chevrolet is known for.

We have taken our van for servicing at Feld Chevrolet. Here is a list of dates and detailed descriptions of the services that were needed:

*On May 30, 2000, we had to take our Astro for servicing because our airbag indicated "Right Seat flickering" on and off, and the driver side window would not function.*

*On July 18, 2000, we had to take it in for service because the engine would surge while driving and make "clunking" noises like it was shifting into gear. They replaced the PCM. They found internal failure of PCM.*

*About August 14, 2000, the same surges and "clunking" noises started happening again.*

We find it hard to believe that a vehicle that is less than two years old can have so many major faults. Purchasing a new vehicle is supposed to give one peace of mind and a sense of reliability. This has not been true in our case. In fact, it has been a inconvenience and had I known that these problems were going to occur, I would have stuck to my old van.

We own our business and only two of us work there. It is hard for me to drop my Van off at the Chevrolet Dealer for servicing, being that one of us has to be at the business from 8:30a.m. until 5:00p.m. The Ten Mile Courtesy Ride is a great solution for my situation, but I was sorry to learn that it did not apply to us. This is a policy that should be altered so that it can benefit every consumer, within reasonable distance. Ten miles is not very far considering that St. Louis is a large city. In our case, it would have been proper for the dealership to bend their ten mile rule or should have offered me a loaner car.

This has been a very unfortunate situation. I would like for Chevrolet to take my letter seriously.

I would like to have my car fixed correctly and I would like for Chevrolet to make every attempt possible to give us "peace of mind". I have enclosed the copies of all repair receipts.

Sincerely

[Redacted Signature]

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**