



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 252

Date Received

27-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

886974

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 CHEVROLET TRUCK	Vehicle Model VENTURE	Vehicle Year 1997	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ 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 _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09202000	Part Name(s) LIGHTING:LAMP OR SOCKET:HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) 05-MAR-2001 Mileage at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HEADLIGHT LENS FELL OFF, ONE WAS IN THE STREET. CONSUMER WAS ABLE TO PICK IT UP AND TAKE IT TO DEALERSHIP. DEALERSHIP MECHANIC GLUED IT ON AND IT FELL OFF AGAIN. PONTIAC GRAND INDICATED HEADLIGHTS LENS CAME OFF. DEALERSHIP WAS AWARE OF PROBLEM. *AK

COPIES OF REPORTS - FREE -

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 252 Date Received 27-APR-2001 Reference No. 886974	
OWNER INFORMATION (Type or Print) 689130		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 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) 1GNDU06E7VD112391	Vehicle Make CHEVROLET TRU	Vehicle Model VENTURE	Vehicle Year 1997
Purchase Date AUGUST 1997 ☐ New ☒ Used		Dealer's Name BARRON FORD City BARRON State WI Zip Code	Current Odometer Reading 63 100 Engine Size (CID/CC/L) 6 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
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 Truck ☐ Motorcycle ☒ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other 3 DOOR	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 09202000	Part Name(s) LIGHTING:LAMP OR SOCKET:HEAD LIGHTS	Location ☒ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 05-MAR-2001 AND MARCH 11 Mileage at Failure(s) 60 000 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 0	Number of Fatalities 0
Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
HEADLIGHT LENS FELL OFF, ONE WAS IN THE STREET. CONSUMER WAS ABLE TO PICK IT UP AND TAKE IT TO DEALERSHIP. DEALERSHIP MECHANIC GLUED IT ON AND IT FELL OFF AGAIN. PONTIAC GRAND INDICATED HEADLIGHTS LENS CAME OFF. DEALERSHIP WAS AWARE OF PROBLEM. *AK LOST BOTH LENS IN EIGHT DAYS. CALLED THE NUMBER FOR CUSTOMER SERVICE, NO HELP!! WROTE TO CHEVROLET IN DETROIT. ALL I WANTED WAS A LENS FOR THE HEADLAMP. THEY WILL SELL ME THE UNIT FOR \$237.00! BECAUSE OF THE THE BULB MUST BE COVERED OR IT BURNS OUT! BECAUSE OF THE DEFECTIVE ADHESIVE MATERIAL USED TO HOLD THE PLASTIC LENS THEY SHOULD BE RESPONSIBLE. (OVER)			
(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.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																					
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																					
TIRE IDENTIFICATION NO.*																					
D	O	T																		MANUFACTURER/TIRE NAME	SIZE
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																					
NARRATIVE DESCRIPTION (CONTINUED)																					

IT WAS ALWAYS MY BELIEF THAT A CORPORATION
SHOULD STAND BEHIND THEIR PRODUCT!
WHEN MOISTURE HITS THE BULB YOU LOSE YOUR LIGHT.
A DEFINITE SAFETY CONCERN!!

Sincerely,

Cherished
Customer Assistance Center
PO Box 33170
Detroit MI 48232-5170

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

400 Seventh St., S.W.
Washington, D.C. 20560

**Official Business
Penalty for Private Use \$300**

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES





Customer Assistance Center

April 13, 2001

*Product
Defect -*

Request: C03778066

Dear Mr. [REDACTED]

We do apologize for the headlight concerns you have experienced on your 1997 Chevrolet Venture. Feedback from customers, such as you, as to your impressions and experiences, allows us to improve our products and increase customer satisfaction.

Unfortunately, we have been unable to reach you at the telephone number listed in our records.

Please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. The telephone conversation should only take a few minutes and would be greatly appreciated. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Erica Hooks

Erica Hooks
Customer Relationship Manager

SU0003-T/mam

Called them and they did call Eggbrecht Chevrolet in Herman Town. Because there was an original owner (I purchased the car in the fall of 1997 with 9000 miles) they did not know the history of the car and could not help me.