Form Approved: OMB No. 2127-0042

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 231

Date Received: 13-AUG-2001

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
np_ltr ____ ____

Reference No.: 894138

[redacted]

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 of decal or plate)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
	CHEVROLET TRUC	ASTRO	1988	

Purchase Dat		Engine Size	
☐ New ☒ Used	Dealer's Name_____ City_____ State_____ Zip Code_____	(CID/CC/L ____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07300000 07390010	POWER TRAIN:TRANSMISSION:AUTOMATIC POWER TRAIN:TRANSMISSION:AUTOMATIC TORQUE CONVERTE	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s)_____ Mileage at Failure(s)_____	Failed Part(s)	NHTSA Previously
		☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER 1-2 HOURS OF TRAVELING TRANSMISSION SHIFTED VERY HARD. DEALER HAS BEEN CONTACTED, AND TECHNICIAN STATED THAT TORQUE CONVERTER NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUED ON REVERSE

Form Approved O M B No 2127-0006

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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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

FOR AGENCY USE ONLY 231

Date Received
01 SEP -6 P 2:54
13-AUG-2001
DEFECTS INVESTIGATION

Odi_or
rt_dt
od_rt
up_ltr

Reference No.
894138

OWNER INFORMATION (Type or Print)

[redacted] 707190

Work Number

Home Number [redacted]

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 Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1GNDM19W3WB129888	CHEVROLET TRU	ASTRO	~~1998~~ 1998	51,000

Purchase Date 3/17/1998 ☒ New ☐ Used

Dealer's Name Terry Lee Chevrolet

City Cincinnati State Oh Zip Code 45249

Engine Siz 4.3 Liter (CID/CC/L V6

No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type: ☐ Manua ☒ Automatic

Antilock Brakes: ☒ Yes ☐ No

Restraint System: ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag

Cruise Contro: ☒ Yes ☐ No

Drive Trai: ☐ Front ☒ Rear ☐ 4-Wheel

Vehicle Type: ☐ Car ☐ Sport Ut ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____

Body Style: ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Van - 5 door

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07300000 07390010	POWER TRAIN:TRANSMISSION:AUTOMATIC POWER TRAIN:TRANSMISSION:AUTOMATIC TORQUE CONVERTE + valve body	☐ eft ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacemen

No of Failures

Date(s) of Fai ure(s) _____
Mileage at Fa lure(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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER 1-2 HOURS OF TRAVELING TRANSMISSION SHIFTED VERY HARD. DEALER HAS BEEN CONTACTED, AND TECHNICIAN STATED THAT TORQUE CONVERTER NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER INFORMATION. AK + valve body

CONTINUE ON BACK IF NEEDED

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.*														MANUFACTURER/TIRE NAME	SIZE
D	O	T													

* 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)

At @ 37,000 (don't remember date) after driving the vehicle for 1-2 hours and it was heated up, when you would come to a stop and then take off, the vehicle would jerk very hard from 1st gear into 2nd gear. After car cools, doesn't do again. Waited for vehicle to exhibit symptoms, so we could take to dealer for service. Without symptoms they could not diagnosis problem. No error codes were registered in car computer and no "service engine soon" lights came on until @ 51,000. Took to dealer, they reset code and said if happened again to bring back. Well within a couple of days it happened again. Took to dealer. Said needed to replace torque converter and valve body. When we asked what parts would be used to fix, transmission specialist at dealer said, "these parts had been redesigned since this vehicle was manufactured. " If there was a problem with the design, there should have been a recall and they should have been fixed.

The parts they used to fix the vehicle were REMANUFACTURED. So now we don't know if they are remanufactured old design or remanufactured new design.

ARE WE GOING TO START HAVING SAME PROBLEM IN 37,000 MILES???? OR LESS

These parts should not have been put on vehicle until they had been tested for performance. We should not have to pay tens of thousands of dollars to be testers for their products.

On you Internet Site we were able to pull up numerous other vehicles of same year , with the same problems.

☆ U.S. G.P.O.: 1992 – 622-667 / 80086

U.S 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. 79173 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