



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

Repository 

03 FEB 25 AM 10:20

Reference No.  
10004547

## OWNER INFORMATION (Type or Print)

DEFECTS

OFFICE

INVESTIGATION

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Name

Address

City

DES MOINES

State IA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/11/03

## VEHICLE INFORMATION

Make

CHEVROLET

Model

CAVALIER

Model Year

1999

Date Purchased

3/21/00

Dealer's Name and Telephone Number

Ramsey 1-515-278-6450

Engine:

No. Cylinders

2.2

Fuel Type:

unleaded

Original Owner

Dealer's City

Des Moines

State

IA

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

NO

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: engine failure

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

Incident Date(s)

1/18/03

Failure Mileage

50,963

Failure Speed

72

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC336)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER NOTICED WHILE TRAVELING 72 MPH ENGINE BLEW WITHOUT ANY INDICATION. VEHICLE WAS SERVICED BY DEALER, TECHNICIAN NOTICED EXHAUST BLEW INTO COOLANT SYSTEM WHICH BLEW THE ENGINE. PLEASE PROVIDER FURTHER INFORMATION. TS

see attached ltr. to Better Business Bureau.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.



Better Business Bureau Serving Greater Iowa & Rock Island County, IL  
 505 5th Ave., Suite 950  
 Des Moines, IA 50309  
 Consumer Helpline: (515) 243-8137  
 Fax: (515) 243-2227  
 Email: info@dm.bbb.org Website: www.desmoinesbbb.org

Complaint Form

A copy will be forwarded to the company

STOP! SEE ATTACHED SHEET FOR INSTRUCTIONS STOP!

<input type="checkbox"/> <small>IF YOU FILE THIS COMPLAINT, YOU AGREE TO RELEASE THE COMPANY FROM LIABILITY FOR THE PRODUCT OR SERVICE PROVIDED BY THE COMPANY.</small>		COMPLAINT FILED AGAINST <i>Chevrolet Motor Division</i>	
ADDRESS <i>PO Box 7047</i>		CITY STATE ZIP <i>Des Moines IA 50319</i>	
PHONE <i>800-282-1000</i>		TOLL FREE NUMBER <i>Customer Service Line</i>	

MAIL A TOTAL OF 7 COPIES OF THIS FORM AND ATTACHED DOCUMENTS

When did you purchase this product or service? *1/1/00* How much did you pay? *16,100.45*  
 When did your problem first occur? *Jan 18, 03* What is the approximate amount in dispute? *\$5,000.00*  
 What do you want the company to do? *replace engine with new engine with a warranty on the engine*

Briefly explain why you are not happy with the product or service provided by the company (please do not write on the back of this form - attach additional paper if necessary).

*We saved for three years to get our savings up to \$1000.00 dollars to purchase a new vehicle. Knowing our old car with a \$16,000 on it wouldn't get us a trade in. On March 21st, 2000 I purchased a 1999 Chevy Cavalier with the odometer reading of 34,881, still under warranty to 36,000 miles, at that time also purchased an extended warranty to 50,000 miles. On Jan 18th 2003 while returning home from my Mom's memorial service in Council Bluffs Ia, with no warning (this car did not heat up, it did not blow any fuses, Nothing) the engine stops running, we have no power, no steering, no lights. We manage to get it pulled*

Signature: \_\_\_\_\_ Date: *1/25/03*

Failure to complete any portion of this form may result in the return of your complaint for completion.  
 Please note that if you do not wish to have your name disclosed to the company, or have filed your claim in court or in any arbitration/mediation proceedings, we will be unable to pursue your complaint.

2  
off to the shoulder on the Interstate, we are  
forty five miles from home.

With this purchase we have had the  
honor of driving this new car for 26,082  
miles for \$11,000.00, still owing \$1,919.00  
to the bank. I don't know if we are 963  
miles over the warranty.

Catrina Rodriguez at General Motors  
1-800-333-1033 told me they want and  
can't help us till we take the car into  
an authorized A.M. dealership for a  
complete tear down of the engine for diagnostic  
testing, even though the car was  
towed to Ramsey Pontiac and I was told  
by their service personnel that the car  
needed a new engine, even though  
Ramsey sold me the car, they are not  
an authorized A.M. dealership, and I  
told this car to an authorized G.M. dealership  
and pay them to tear down the engine, then  
maybe General Motors might offer assistance.

I told Catrina Rodriguez that I was making  
this complaint to the BBB, and Catrina told me  
that once I did the General Motor Division  
will not speak to me or help me in any fashion.

I do not believe the BBB can help us in  
this matter, we are 963 miles over the  
warranty on the engine of the car, but I do

3.

believe General Motors is at fault with  
this engine problem and potentially a  
problem with unsuspecting drivers getting  
killed when the engine stops running with  
no warning.