



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

Auto Safety Hotline

# Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393  
DC METRO AREA (202) 366-0123

**FOR AGENCY USE ONLY**

Date Received

2003 OCT 12 PM 2:39

Od-or \_\_\_\_\_  
r-ft \_\_\_\_\_  
od-rt \_\_\_\_\_  
up-lr \_\_\_\_\_

Reference No.

10042796

Day Time Telephone Number

**OWNER INFORMATION (Type or Print)**

Name

Street

City Edmore State MI 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 your authorization, NHTSA will not provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 10.2.03

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) \_\_\_\_\_  
Vehicle Make Chevy Vehicle Model Cavalier Vehicle Year 1999 Current Odometer Reading 919327

Purchase Date 5/02 Dealer's Name Sundance Buick Chevrolet Engine Size (CID/CC/L) \_\_\_\_\_  
 New  Used City St. Johns State MI Zip Code 48879 No. Cylinders 4  Turbo  Diesel  Gas  Fuel Injection

Transmission Type  Manual  Automatic  
Antilock Brakes  Yes  No  
Restraint System  Driverside Airbag  Motorbell  Passengerside Airbag  2-Point Belt  3-Point Belt  
Cruise Control  Yes  No  
Drivetrain  Front  Rear  4-Wheel  
Body Style  Hatch Back  Van  Station  4-Door  2-Door  Pick Up Truck  Other \_\_\_\_\_

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

Component \_\_\_\_\_ Part Name(s) Odometer Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement  
No. of Failures 1 Date(s) of Failure(s) 10/6/03 Mileage at Failure(s) Approximately Manufacturer Contacted?  Yes  No NHTSA Previously Contacted?  Yes  No  
Vehicle Speed at Failure(s) \_\_\_\_\_

**APPLICABLE ACCIDENT INFORMATION**

(Use reverse side for more detailed information)

Accident  Yes  No Fire  Yes  No Number Persons Injured 0 Number of Fatalities 0 Estimated Property Damage \$3,600.00 Reported to Police  Yes  No

**INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)**

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).  
Note: This information not required for normal operation tires.

DOT \_\_\_\_\_ Manufacturer \_\_\_\_\_ Tire Name \_\_\_\_\_ Size \_\_\_\_\_

TIRE SIZE

TIRE NAME



**U.S. DOT safety standard code**  
The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

TIRE MANUFACTURER

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.

After I purchased The 1999 Chevy Cavalier from Sundance St. Johns office the odometer started cutting in and out when I was driving down the road and hit a bump after that started happening I noticed the one's colom was rolling over when the Thenths colom was on eight ~~instead~~ instead of zero. I contacted Sundance made them aware of the problem my sales-man Cody Wells told me to bring the car back and they will fix it for me. I took the car in on 5/20/02 Sundance gave me a rental car & Ad while they fixed my car. When Sundance was done fixing my car I was made aware That my Odometer was taken out of my

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

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

400 Seventh St. S.W.  
Washington, D.C. 20580

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. TRAFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Auto Safety Hotline, NEF-11 HL  
400 7th Street, SW.  
Washington, DC 20590



Tape or Staple here

Continued  
Car and sent To Specmo  
to be fixed on 5/21/03  
then reinstalled into my  
car. When I got my car  
back the odometer still  
read in the 66,000 mile  
range.

On 8/30/03 I totaled  
my 1999 Chevy Cavalier and  
my insurance company informed  
me that they had a report  
history Report on my car  
and the report showed an  
odometer discrepancy. At that  
time I then pulled up a  
car tax on my car and  
the car tax was consistant  
with the Report my insurance  
Company had. This odometer  
discrepancy left negative equity  
on my car loan so I made  
Sundance aware of the  
odometer discrepancy I also  
made Sundance aware of  
the negative balance on my  
loan and Tara Hanks (the manager  
@ the St. Johns store) told me  
I need to go back ~~over~~ on  
my insurance for the negative  
equity on my car. ~~to~~ Tara

OVER

also stated that the facts I had were wrong and that she was going to provide proof to me that the facts on my odometer were wrong and she never provided me with anything except words. Tara and a manager at the Grand Ledge store also stated that the odometer discrepancy had nothing to do with them it was caused by an error of recording the miles. ~~and~~  
~~there is no other~~