



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od. or
rt. dt
od. rt
up. hr

-5 PM 4:48

Reference No.
10046455

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Street [REDACTED] Apt. No. [REDACTED]
City HENNEPIN State IL Zip Code [REDACTED]
Daytime Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of your signature, your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 07/30/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) <u>2G1WX15KX29222777</u>		Make <u>CHEVROLET</u>	Model <u>Monte Carlo SS</u>	Year <u>2002</u>
Purchased Date <u>2/20/02</u>	Dealer's Name <u>WOOD'S CHEVROLET</u>		Engine Size (CID/GAL) <u>3800</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	Dealer's City <u>HENRY</u>	State <u>IL</u>	Zip Code <u>61537</u>	No. Cylinders <u>6</u>
Manufacture Date (on driver's door or pillar) <u>12/01</u>	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>DRIVER'S SEAT BELT</u>	Location ☒ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip. ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s)
	Mileage at Failure(s)
	Vehicle Speed at Failure(s)
Failed Part(s) Available?	NHTSA Previously Contacted?
☐ Yes ☐ No	☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

On several occasions upon reaching for driver's seat belt, whether the engine was on or off, the belt will be completely locked tight where it cannot be used. On all these occasions I am driving my car while unable to wear my seatbelt. Trying numerous things as starting engine or putting car in gear, or back into park or turning off ignition, the locked seat belt will still not release from that locked position. I have notified my dealer numerous times, even driven car directly to dealer on 6 occasions when seat belt was locked. Dealer then witnessed & documented the locked belt on the occasions. The dealer was puzzled as to why belt was locking & the fact that they could not get it to unlock. Dealer notified GM. GM has replaced my seat belt four times & the problem still

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

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

exists. I continued to tell the dealer of the problem + went back again with a locked seat belt. The dealer video'd the locked seat belt + submitted it on disc to GM. GM notified me by phone + MAIL that they have closed the case regarding my seat belt + diagnosing the problem as "operator error". The seat belt incidents have happened to both my husband + son also. Enclosed please find the seat belt history sheets provided by my dealer documenting problem, dates of seat belt replacement + original date GM sent their field Rep, Ken Peacock to look at car + declare no problem found. My dealer has done everything possible to help me with this problem. I feel GM has failed to resolve my seat belt issue AND are apparently not concerned about my safety.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline



CHEVROLET.

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

VIN # 2G1WX15KX29222777

June 9, 2003

[REDACTED]
Hennepin, IL [REDACTED]

Service Request: 1-74740002

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 Chevrolet Monte Carlo. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Bryan Peterson
Customer Relationship Manager

MN0001-P/mjr

07/08/2003
09:49:18

HISTORY LISTING

3030
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CUSTOMER NAME : [REDACTED] SERIAL NO. : 2G1N315K2222777

R.O. NO. : 20043 R.O. DATE : 05/28/2003 R.O. TYPE : S
MILEAGE : 14414 ADVISOR NO. : 4246

JOB NUMBER : 1 OPERATION 40CV609 OP. DESC. BRAKE VIBRATION
SALE TYPE : W TECHNICIAN NO(S) : 10
COMPLAINT : CUSTOMER STATES VIBRATION WHEN BRAKING
CAUSE : ROTORS ON FRONT OUT OF BALANCE
CORRECTION : REPLACE FRONT ROTORS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
20043 R0127

R.O. NO. : 19418 R.O. DATE : 04/08/2003 R.O. TYPE : S
MILEAGE : 12823 ADVISOR NO. : 30

JOB NUMBER : 1 OPERATION 60CV611 OP. DESC. SEAT BELTS
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : LH SEAT BELT LOCKING UP 4TH TIME
CAUSE : HAD NEW PERACOCK HISS FROM GM AND STRIPPED LH SIDE FROM
2G1N315K2222777 TO CHECK ANGLES ON BODY
CORRECTION : NO PROBLEM FOUND

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
19418 C9541

R.O. NO. : 19259 R.O. DATE : 03/24/2003 R.O. TYPE : S
MILEAGE : 12301 ADVISOR NO. : 30

JOB NUMBER : 1 OPERATION 60CV611 OP. DESC. SEAT BELTS
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : CUSTOMER STATES SEAT BELT RETRACTOR LOCKS UP 2ND SEAT
BELT REPLACEMENT PER GM TECH ASSISTANCE
CAUSE : CAN NOT FIND PROBLEM
CORRECTION : REPLACE SEAT BELT ON LH RETRACTOR SIDE
PER GM REQUEST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
19259 C9041

R.O. NO. : 18314 R.O. DATE : 01/08/2003 R.O. TYPE : S
MILEAGE : 11323 ADVISOR NO. : 30

JOB NUMBER : 1 OPERATION 60CV611 OP. DESC. SEAT BELTS
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : CUSTOMER STATES SEAT BELT ON LH SIDE WILL NOT RELEASE

07/08/2003

HISTORY LISTING

1020

09:49:51

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AND WILL HOLD YOU IN SEAT

CAUSE : CALLED TAC #5946697 AND SEAT BELT IN THIS VEHICLE NO CASES
FOUND WITH SIMILAR PROBLEM
CORRECTION : REPLACE SEAT BELT ASST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
16314 C8841

R.O. NO. : 17253 R.O. DATE : 10/15/2002 R.O. TYPE : S
MILEAGE : 8745 ADVISOR NO. : 30

JOB NUMBER : 1 OPERATION #00VE11 OP. DESC. SEAT BELTS
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : CUSTOMER STATES SEAT BELT LOCKS UP INT
CAUSE : CALLED TAC #5946697 POLLED 2ND CAR IN FROM LOT AND REMOVED
RETRACTOR ASST TAC SUGGEST FLOOR MIGHT NEED TO BE REMV
CORRECTION : REPLACED SEAT BELT ASST BUT COULD NOT DUPLICATE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
17253 C8840

JOB NUMBER : 2 OPERATION #00VE
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : CHECK OUT RE RETRACTOR HAVE PROBLEM ON LR SIDE
CAUSE : CALLED TAC 3 TIMES WITH PROBLEM #5946697
CORRECTION : REINSTALLED BELT RETRACTOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
17253 C8841

R.O. NO. : 16615 R.O. DATE : 09/12/2002 R.O. TYPE : S
MILEAGE : 7153 ADVISOR NO. : 30

JOB NUMBER : 1 OPERATION #00VE11 OP. DESC. SEAT BELTS
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : LR SEAT BELT RETRACTOR CATCHES PART TIME
CAUSE : BELT TWISTED
CORRECTION : REPLACE BELT RETRACTOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
16615 C8841

JOB NUMBER : 2 OPERATION #1CVR05 OP. DESC. FUEL DOOR
SALE TYPE : W TECHNICIAN NO(S) : 6
COMPLAINT : FUEL DOOR HUMP MISSING
CAUSE : HUMP MISSING
CORRECTION : REPLACE HUMP AT FUEL DOOR