



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 100182

Date Received

Repository ☐

AM 8:45
11-DEC-2003

Reference No.
10050410

OWNER INFORMATION (Type or Print)

Name

Address

City

INDIANAPOLIS

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date 12-22-03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G1JH12F72

Make

CHEVROLET

Model

CAVALIER

Model Year

2002

Date Purchased

5-24-02

Dealer's Name and Telephone Number

Dugan Chevrolet 317-745-6444

Engine: Ecotec

No: Cylinders 4

Fuel Type:

Unleaded

Original Owner

☒

Dealer's City

Avon

State

IN

Zip Code

46012

Transmission Type

Auto.

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

081000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

10000
8663

Failure Speed

4

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

N/A

Number of Deaths

N/A

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).

ENGINE CHECK LIGHT STAYED ON. WHEN DRIVING LIGHTS TURNED OFF THEN FLICKERED. ALSO, WINDSHIELD WIPERS AND AUTOMATIC LOCKS OPERATED POORLY. VEHICLE WAS TAKEN TO DEALERSHIP ON SEVERAL OCCASIONS FOR THE SAME PROBLEMS. *AK

Please see enclosed letter to the Chevrolet Motor Division and all 4 service invoices.

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

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.

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

December 29, 2003

To Whom It May Concern:

I am writing to notify you of the safety concerns I have had with my 2002 Chevrolet Cavalier, VIN # 1G1JH12F72 [REDACTED]. There have been four occasions when, while driving, the headlights go out as well as the windshield wipers coming to a stop in the middle of the windshield. Another recurring issue is the locking mechanism on the driver's side door. At any point, the clicking sound can be heard as if the door is locking, but the actual lock on the inside of the door never moves. Then, when the turn signals were engaged, the windshield wipers moved rapidly back and forth, and the hazard lights and inside lights flashed on and off. This occurred until the turn signals were turned off. The dates of these incidents are March 13, 2003, April 02, 2003, December 11, 2003, and December 16, 2003.

I purchased this vehicle, new, from Dugan Chevrolet-Pontiac on May 24, 2002. On March 13, 2003, the Dugan Chevrolet-Pontiac service department replaced a shorted body control module and program theft deterrent system. The retest was okay. On April 2, 2003, the Dugan Chevrolet-Pontiac service department scanned the B2601 trouble code. They found the DRL stuck, wires shorted to the ground behind the washer tank. They replaced a body control module and reprogrammed it and the theft deterrent system. The retest was okay. On December 11, 2003, I took it back to Dugan Chevrolet-Pontiac for the same problems as the previous two times. Then, on December 16, 2003, I returned to Dugan Chevrolet-Pontiac for electrical issues malfunctioning when I used my turn signals. I was able to pick up my vehicle from Dugan Chevrolet-Pontiac on Monday, December 22, 2003. Upon conducting a road test and electrical test, Dugan Chevrolet-Pontiac's service department found a high resistance at the splice pack and the negative battery cable was corroded. It was necessary to repair splice 121 open, allowing lights to flash, as well as replacing the overheated headlamp switch. Retest was okay.

I feel that the headlights going out and the windshield wipers stalling are very significant safety issues. It is a very discomforting feeling driving with no lights, or not knowing when it will happen again. Also, the distraction of the turn signals, wipers, and hazards, and inside lights all going at the same time while making a turn makes for a very dangerous situation. The majority of the driving I do is before dawn and after dusk, which I believe heightens the concern for these issues.

Mr. Mike Glodt took my initial call to the General Motors Safety Defect Line on December 10, 2003. During our conversation, he assigned Service Request Number 1-169702617. After I stated that I have done research on the Consumer Protection Laws and would like to have my vehicle replaced or have the option for GM to repurchase this

vehicle, he stated that he would forward the information to a Regional Representative in Indiana to follow up with these issues. If this is not the route needed to take, he informed me that another option would be to add either the Value or Major Guard Protection Plan at GM's expense. I have been in contact with my GM Representative, and have been assigned the Case # - CHV0362050. I know that she has contacted Dugan Chevrolet-Pontiac regarding this case.

Also, on December 10, 2003, I filed a safety complaint with the DOT Safety Hotline, regarding the above-mentioned issues. I also alerted the BBB AUTO LINE on December 18, 2003. I would appreciate the continued persistence in getting these issues resolved. If you need any other information, please feel free to contact me in the daytime at [REDACTED] or in the evening at [REDACTED]

Sincerely,
[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**