



DOT Auto Safety Hotline

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

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

2004 JUN 15

FOR AGENCY USE ONLY 1368	
Date Received 15 JUN 7:16 14-JUN-2004	Repository <input type="checkbox"/>
Reference No. 10076190	

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: TAVERNIER State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 6/12/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make CHEVROLET	Model S10	Model Year 1998
Date Purchased	Dealer's Name and Telephone Number		Engine: No. of Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code T14200 ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH	
Multiple Failure: 1			

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

Incident Date(s) 13-MAY-2004	Failure Mileage 32000	Failure Speed	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DUT No. (Example: DOTM123ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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), condition, and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

THE LIGHTING INSIDE THE INSTRUMENT PANEL FAILED TO WORK. CONSUMER WAS UNABLE TO SEE THE WARNING ICONS. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

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

I am afraid that will occur again!  
There is all the documentation you need  
to do what you have to do.

my regard



Thank you!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



U.S. Department of  
Transportation  
National Highway Traffic Safety  
Administration  
Defects and Campaigns  
Division  
400 Seventh St., S.W.  
Washington, D.C. 20590

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# VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.dot.gov/dot>

**CONSUMER INFORMATION**

This vehicle is equipped to meet all emissions requirements and is not legal for primary use or registration in CA, HI, or MA. It also does not meet the National Low-Emission Vehicle requirements of CT, DE, MD, NH, NJ, PA, RI, VA or the District of Columbia.

This vehicle conforms to the Federal Motor Vehicle Safety Standards.

**PARTS CONTENT INFORMATION**

**FOR VEHICLE:** [REDACTED]  
**U.S. CANADA:** [REDACTED]

**FOR THIS VEHICLE:** [REDACTED]  
**FINAL ASSEMBLY:** [REDACTED]

**NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.**



**CHEVROLET**  
Dealership Certification

Your Vehicle Has Been Inspected by the Chevrolet Dealer

Under Vehicle [REDACTED] [REDACTED]

**Dealership Certification**

We, the members of the Sales and Service Management Team, certify that your Chevrolet has received our DELIVERY INSPECTION and is ready for delivery to you.

The completion of the Chevrolet Satisfaction System checklist on the back of this card is your assurance that this vehicle has passed each quality inspection, and that it is delivered to you in excellent condition.

Following Dealership: 591 Taylor

Phone Number: 591-0991

Chevrolet Motor Division  
General Motors Corporation  
**CHEVROLET**

Y2T94EN-10030

RE: THE ACCOUNT OF

FAVORITE FL



CALL BEFORE

YOUR COMPREHENSIVE WARRANTY HAS  
OR MAY SHORTLY EXPIRE

Wednesday 30 June 2004

1-3 years or 36,000 miles, whichever comes first

After 36 months or 36,000 miles

EXPIRED

CALL FOR VEHICLE PROTECTION PLAN OPTIONS FOR YOUR VEHICLE\*

Call today - 1-877-404-2050 between 8 a.m. and 10 p.m., Monday thru  
Friday or Saturday 9 a.m. and 4 p.m. ET

You will need the following information when you call:

- VIN Number (can be found on your insurance card or on the driver's side front window)
- Vehicle Mileage
- Warranty Expiration Code: Y2T94EN-10030

Call today!

General Manager

\*Varies by manufacturer, based on year and mileage of your vehicle. See your manufacturer's warranty for specific terms and coverage. \*\*Vehicle protection plan offered by Century Warranty Services. Certain conditions, restrictions and exclusions apply. Not available in all states. See Agreement for complete details. To obtain a copy of Vehicle Protection Plan Agreement, please call 1-877-404-2050. \*\*\*You have been pre-approved to finance a Vehicle Protection Plan with 0% APR financing through Century Warranty Services. Information from a credit bureau was used in connection with this offer of credit. This offer has been extended because credit criteria has been established for this offer. This offer may not be extended if, after responding to this offer, you do not meet the criteria used in the initial selection process. Furthermore, Century Warranty Services has the right to verify income and employment, review credit, and analyze personal debt and equity position in subject property prior to final approval. You have the right to prohibit your credit file from being used for similar prescreened offers by requesting in writing to Experian Information Solutions, Inc. at P.O. Box 919 in Allen, TX 75013-0919 or call toll-free 1-888-567-8888.

Century Warranty Services, Inc.

70380

July 2, 2002

[Redacted]

Tavernier, FL [Redacted]

Service request: S1-7423907

VIN: 1GCCS1446X8 [Redacted]

Dear [Redacted]

Thank you for your recent correspondence dated June 3, 2002 regarding your 1999 Chevrolet S-10. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Bob Taylor Chevrolet, Inc. located in Naples, Florida. As per our conversation on June 28, 2002 this repair opportunity will take place on July 8, 2002.

If you have any further questions, please contact me at 800-231-1841 ext. 57884 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

*Carolyn Westberg*  
Carolyn Westberg  
Customer Relationship Manager

LC0032-T/bam

*Did not get and set. There 8 bullet Tell the 11 Day they had my truck Jack 1999 Chevy*

*Call S1-7423907*

August 2, 2002

[REDACTED]  
Tavernier, FL [REDACTED]

Service Request: SI-7423907

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the electrical system on your 1999 Chevrolet S-10, Vehicle Identification Number 1GCCS1446X8 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 30, 2004, or 60,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

**Electrical** - Starter motor and solenoid; alternator/generator; voltage regulator; wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, and diagnostic displays.

Chevrolet will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your S-10. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

  
Carolyn Westberg  
Customer Relationship Manager

RS0025-T/dln

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**ATTENTION: DEALERSHIP SERVICE MANAGER**  
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.



June 13, 2002

[REDACTED]  
Tavernier, FL [REDACTED]

Service request: 81-7423907  
VIN: 1GCCS1446X8 [REDACTED]

Dear [REDACTED]

Thank you for your recent correspondence dated June 3, 2002. We are sorry you are dissatisfied with your 1999 Chevrolet Truck. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Carolyn Westberg  
Customer Relationship Manager

LC0030-T/def

June 13, 2002

[REDACTED]  
Tavernier, FL [REDACTED]

Service request: S1-7423907

VIN: 1GCCS1446X8 [REDACTED]

Dear [REDACTED]

Thank you for your recent correspondence dated June 3, 2002 regarding your 1999 Chevrolet Truck. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Blake Chevrolet, Cadillac and Oldsmobile, Inc. in Homestead, Florida. As per our conversation on June 11, 2002 this repair opportunity will take place on June 19, 2002.

If you have any further questions, please contact me at 800-231-1841 ext. 57884 between 8:00 a.m. and 5:00 p.m., Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,



Carolyn Westberg  
Customer Relationship Manager

LC0032-T/def

*Key Largo Auto-Truck & Trailer Town Inc.*

SALES - RENTALS

102.5 M.M. • P.O. BOX 2583

KEY LARGO, FLORIDA 33037

(305) 451-0828

April 22, 2002

Transportation from Ky Largo to Homestead Fla.  
Paid \$35.00

signed out Man Pic

## POWER FORCE BATTERY LIMITED WARRANTY

Discount Auto Parts, Inc. warrants the Power Force battery purchased against defect in material or workmanship for the intended vehicle use and with proper service, all subject to the following conditions. The warranty period begins on the day the battery is purchased and expires at the end of the specific warranty period for such battery indicated on the battery label, or until you sell your vehicle, whichever occurs first. The limited warranty only extends to the original purchaser and any claims must be accompanied by the original register receipt. The original register receipt shall determine the date of purchase; however, if the original register receipt is not available, the warranty period starts according to the date code located on the battery. If the battery is tested by Discount Auto Parts and determined to be defective and unserviceable (not merely discharged) during the designated free replacement period, we will replace the battery or refund the original purchase price, at our option. If the battery is tested and determined to be defective and unserviceable (not merely discharged) after the free replacement period, but during the limited extended pro-rata period, we will exchange the battery for a replacement battery on a prorated adjustment basis, upon payment of the prorated charge. The prorated charge, which is based on the period of use, is calculated as follows:

$$\frac{\text{Usage in Months}}{\text{Length of Warranty}} \times \text{Current Retail Price} = \text{Prorated Charge}$$

To act upon this warranty, bring the battery and present the original register receipt to any Discount Auto Parts store; and if we provide a replacement battery, such replacement battery shall be similarly warranted beginning from the date of exchange and payment of any prorated charge, if applicable, for the warranty period as indicated on the replacement battery label, but in no event beyond the date on which you sell your vehicle in which the replacement battery is first installed. This warranty does not cover defects due to improper installation, improper operation, improperly or incorrectly performed maintenance, accident, other defective parts, low fluid levels, explosion, broken terminals, cracked case, alteration, misuse, abuse, negligence, modification or commercial, off-road, racing or marine use, or use in applications for which it was not designated or specified by the battery manufacturer.

**THIS LIMITED WARRANTY REPRESENTS YOUR EXCLUSIVE REMEDY FOR THE WARRANTIED PART. DISCOUNT AUTO PARTS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS WARRANTY OR IMPLIED WARRANTY ON THE WARRANTIED PART INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR LABOR COSTS TO INSTALL, REMOVE AND/OR REINSTALL SUCH WARRANTIED PART. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE WARRANTIED PART IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.**

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation on incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

Dispatch  
number

10133081

852-6000

MOM'S TAXI

852-7999

24 HR. **TAXI** 24 HR.  
*Clean*  
*Reliable*

**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).**