



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 100145

Date Received

Repository

08-JAN-2005

Reference No.
10108960

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City FENTON State MI 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? YES NO
In the absence of our terms or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/28/05

VEHICLE INFORMATION

17 digit Vehicle Identifier (VIN) Number Located at bottom of windshield on driver's side
1G8LP37J0W3
Make FLEETWOOD Model BOUNDER Model Year 1998
Date Purchased 3-7-04 Dealer's Name and Telephone Number GENERAL RV
Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City MI, CLEMENS State MI Zip Code _____
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain Chevrolet
Vehicle Component Code 05000 PARKING BRAKE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-DEC-2004 Failure Mileage 30900 Failure Speed 80

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P216/65R15) _____
DOT No. (Example: DOTMALBABC038) 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 0 Number of Deaths 0 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).

WHILE DRIVING 60 MPH EMERGENCY BRAKE ENGAGED, AS A RESULT, CONSUMER WAS ABLE TO PULL OFF THE ROAD. *AK

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

WHILE DRIVING THRU DOWNTOWN ATLANTA GA. THE EMERGENCY BRAKE ENGAGED, NEARLY THROWING US OUT OF OUR SEATS. HAD THIS OCCURED ON ICE OR SNOW IT COULD HAVE BEEN DISASTEROUS

We pulled off on shoulder of I-75 South - smoke was coming up and around bottom of coach. We exited off freeway to Martin Luther King memorial park after brakes cooled off. We spent night there trying to get help. My husband put out vehicle in park but when he took his foot off the brake our coach kept rolling forward. After trying to take his foot off brake pedal several times, it held. I called Chev. customer service in AM, who gave us Tom Jumper Chev. phone #. We called and talked to Quentin service manager. He advised to call ATTACH ADDITIONAL SHEETS IF NECESSARY Marietta wrecker. They came and towed us to Tom Jumper at a charge of \$165.00. See page two.

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



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. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

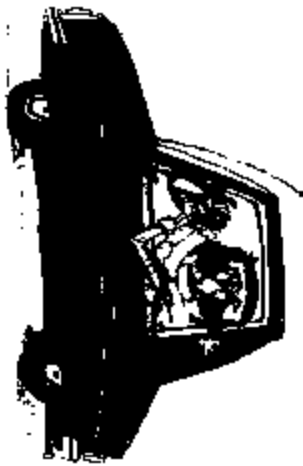
1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) & DOT

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

www.nhtsa.dot.gov/hotline



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

Tom Jumper Chev could not back up vehicle to get in Bay. They had to back off brakes to back up coach. They ordered all parts which took eight days - leaving our coach on hoist which we requested. Over the holidays we stayed at Amer Suite in Atlanta Ga. IT COST \$2921.95 plus \$390.00 for labor.

We purchased an extended warranty when we purchased motor home from General RV - Mount Clemens Mi. Interstate STAR contract # 1206641 MH. They would only pay \$1436.38. The original owner did have to repair the actuator in 2001. We are second owner. We found receipt after we purchased. We received a letter from Chevrolet on October 2004 for 1995-1999 Chevrolet P-3 Chassis.

regarding problem with parking bracket we had followed the instructions on the #1 instruction and our coach held. We thought we were OK. We headed for Florida.

on the #2 issue: We are in a mobile home park in Florida, at this date. There are all kinds of motor homes in this park. We are all on either grass or cement with no curve or berm in sight. I feel Chevrolet engineered and a vehicle which not only puts my family in danger but everyone whoever is parked by my unit or driving on public roads with us.

I feel I have purchased a motor home that no one else will want to purchase. We have a \$40,000 loan on this motor home. If we hit or fatality kill someone, we will be responsible.

These motor homes should be taken off road and destroyed or fixed by Chevrolet so vehicles are safe. I have attached my towing bill, my repair bills and a letter from Chevrolet. Chevrolet refuses to pay my balance on repairs. TAKE ANY RESPONSIBILITY FOR THEIR PRODUCT. I called Chev. Customer Service several times while in Atlanta Ga.



MICHIGAN DEPARTMENT OF ATTORNEY GENERAL

CONSUMER COMPLAINT/INQUIRY FORM

Please be aware of the following:

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mail that information and the corresponding complaint.

Consumer Information

Your Last Name: _____ First Name: _____
Your Street Address: _____ City: FENTON
Your State: Mi Zip Code: _____
Your County: LIVINGSTON
Your Home Phone: _____ Work Phone: _____
Fax Number: _____ E-mail Address: _____

Primary Company or Person Your Complaint is About

Company Name: Chevrolet Divn of General Motors
Street Address: _____ City: DETROIT
State: Mi Zip Code: _____
County: _____ Phone: CUSTOMER SERVICE 1-800-222-1020
Fax Number: _____ E-mail Address: _____
Website Address: _____

Secondary Company or Person Your Complaint Is About

Company Name: INTERSTATE STAR
Street Address: 333 Earle Ovington Blvd. City: Uniondale NY 11553
State: Uniondale NY Zip Code: 11553
Phone: 800-942-0400
Fax Number: 516-222-1818 E-mail Address: WWW.IINDS.COM
Web Site Address: _____

Complaint Information

Is Your Complaint About A Bill? Yes No
If So, Please Provide A Copy.
$$\begin{matrix} \text{PARTS} & \text{LABOR} & \text{TOTAL} & \text{STAR} \\ 2921.95 & + 390.00 & = 3311.95 & - 1436.38 = \end{matrix}$$

Approximate Monetary Value: \$ 1875.57 ^{Due} or to be made whole for \$40,000
Did You Sign A Contract?: Yes No Contract # 1206641 MH
Where Did You Sign This Contract: General RV - Mount Clemens MI
Is A Court Action Pending?: Yes No
Do You Have An Attorney Representing You On This Matter?: Yes No

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Automotive Regulation: 1-800-292-4204.

Vehicle Make, Model and Year: 1998 BOUNDER motor Home
VIN No.: 1GALP3750W3

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary. I called Chevrolet customer several times while in Atlanta Ga.

While Driving Thru Downtown Atlanta Ga The emergency Brake Engaged nearly Throwing my husband and I out

of our seats. We had our seat belts on thank goodness.

Had this occurred on ice or snow it could have been
disasterous.

We pulled off on shoulder of I-75 South. Smoke was coming up
and a few bottom of coach we crept off freeway to
Martin Luther King Memorial Park after brakes cooled off. We spent
night there trying to get help. My husband put our vehicle
in park but when he took his foot off the brake our vehicle
kept rolling forward. After trying to take his foot off brake pedal
several times, it held. I called Chev customer service in Am who
gave us Tom Jumper Chev phone#. We called and talked to
Quentin, service manager. He advised to call Marietta wrecker. They
came and towed us to Tom Jumper at a charge of \$165.00.
Tom Jumper Chev could not back up vehicle to get in Bay on hoist.
They had to back off brakes to back up coach. They ordered all
parts which took eight days - leaving our coach on hoist which we
requested. Over the holidays, we stayed at Amer. Suites in Atlant Ga.
It cost \$2921.95 plus \$790.00 for labor. We purchased extended
warranty when we purchased motor home from General RV,
Mount Clemens, Mi. Interstate Star contract # 1206641 M.H.
They would only pay \$1436.38 but none of the rest of parts
which were damaged. The original owner did have to repair the
actuator in 2001. We are second owner. We found his receipt
after we purchased.

We received a letter from Chevrolet on October 2004
regarding problem with parking brake for 1995-1999 Chevrolet P-3
chassis. We had followed the instructions on the #1
what you should do instructions and our coach held. We thought
we were OK. We headed for Florida. We landed in Atlanta Ga.

on the #2 what you should do - We are in a mobile home
park in Florida at this date. There are all kinds
of motor homes in this park. We are all on either grass
or cement with no curve or berms in sight.

I feel Chevrolet engineered and manufactured
a defective vehicle which not only puts my family
in danger but everyone whoever is parked by my unit
or driving on public highways with us.

I feel I have purchased a motor home that no one
else will purchase from us. We have a \$40,000 loan on
this motor home. If we hit or fatality kill someone, we will
be responsible.

These motor homes should be taken off road and
destroyed or fixed by Chevrolet so vehicles are safe. I have
attached my towing bill, my repair bills and letter from Chevrolet.
Chevrolet refuses to pay my balance on repairs for their
inert engineering department or take any responsibility
for their product.

I want to be made whole. I want to be put
back in my position of March 2004. I traded my 1986 Pace Arrow
financed this motor home for \$40,000 plus now have \$2000.00 repair
bill. Thank you. Bill and Linda Cook

Customer Claim Form

Case Number : CHV0561960
Contact Date : 01/21/05
Start Date :

Have you contacted the mfr regarding your claim? YES NO

Customer Name Address

FENTON, MI

Day Phone :

Evening Phone:

Fax Number:

E-mail address :

Customer Contact Info:

Vehicle Information

Name(s) that appear on vehicle title:

Is Vehicle titled to a business: NO

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: P-Chassis

Model Year: 1998

Current Mileage: 31503

Vehicle Identification Number: 1G8BA P37J0W3

Servicing Dealer/City/State : Tom Jumper Chevrolet,

Selling Dealer/City/State : General RV, Mt. Clemons, MI

Insurance Carrier

Foremost

Policy Number: 255-0020046422

Has vehicle been in an accident/had body damage? Yes No Date of accident: incident

Description of Damage parking Brake engaged while incident - 12-29-04

traveling north on I-75-Atlanta, Gas burning up emergency Brake and related parts

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 03/01/04 Mileage at purchase: 28757

Lease Date: Mileage at lease:

Purchased As : Used

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: Financial Plus

Leasing Company's Name:

Address: P.O. Box 7006

Address:

City/St/Zip: Flint, MI

City/St/Zip:

Phone: (313) 244-2200

Phone:

Lienholder Acct # :

Leasing Company's Acct #:

Resolution Sought

The customer would like the manufacturer to cover the cost of the repairs completed on the vehicle's braking system, and all of their out of pocket expenses concerning their hotel cost & meals.

To Be made whole as of March 2004 - \$40,000 for motor
home, Reimbursement for my 1986 Page Arrow I traded in and
all my repairs and pocket expenses for Chevrolet inept
engineering, Dept.

Signature of Owner(s):

Date: 1-27-05

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va. 22203-1838

* EXTENDED CONTRACT

INTERNATIONAL STAR - 1206641 M.H.

PLATINUM COVERAGE



CUSTOMER COMPLAINT

1	Date the Problem Occurred	Date Purchased	Amount Involved (exclude punitive damages)	Date(s) You Complained to Co.
	12-28-04	3-22-04	\$55,000	12-30-04
2	Company Phone Number	Customer Name	Customer Phone Number	Customer E-mail Phone Number
			810-938-0786	

~~COMPANY~~ • NAME • ADDRESS • CITY • STATE • ZIP
 Chevrolet Motor
 Divn of Gen Motors
 Detroit, Mi.

CUSTOMER • NAME • ADDRESS • CITY • STATE • ZIP

 FENTON, Mi.

3 EXPLANATION parking Brake engaged while traveling 60mph on I-75 - Atlanta Ga. Burning up emergency Brake and related parts see letter to Michigan Atty General plus Federal Highway Commission I called several times to Customer Service and complained - one consultant hang up on me.

4 What settlement would you consider fair? I purchased motor Home for \$40,000, I Traded in my 1986 Pace Arrow for \$12,500 I have a \$3200 repair Bill, \$500 for Hotel accommodations for 8 Days in Atlanta, Ga plus food. Intl STAR paid \$1336.38 my Bill came to \$2921.95 plus \$390.00 Labor - 3311.95 Balance due on repair \$1975.57 plus \$500 hotel fee plus \$400 for food

PLEASE NOTE: Complaint information may be shared with law enforcement agencies or the media if requested for two people

ATTENTION CUSTOMER - DO NOT WRITE BELOW THIS LINE

TO THE COMPANY: AS A CONVENIENCE YOU MAY USE THIS FORM TO NOTIFY THE BBB OF YOUR POSITION OR ACTION TAKEN WITH REGARD TO YOUR CUSTOMER'S COMPLAINT.

ACTION TAKEN _____ DATE _____ ACTION WILL BE TAKEN _____ DATE _____ OTHER (SEE BELOW)

BETTER BUSINESS BUREAU
 DETROIT AND EASTERN MICHIGAN
 30555 Southfield Road, Suite 200
 Southfield, MI 48076-7751
 (248) 644-8100 (248) 644-8028 FAX
 WWW.EASTERNMICHIGANBBB.ORG

EXPLANATION: _____

SIGNATURE _____ TITLE _____ DATE _____



CUSTOMER COMPLAINT

1	Date the Problem Occurred	Date Purchased	Amount Involved (exclude punitive damages)	Date(s) You Complained to Co.
	12-28-04	3-22-04	55,000 \$1975.57	12-30-04
2	810-938-0786			

COMPANY • NAME • ADDRESS • CITY • STATE • ZIP

CUSTOMER • NAME • ADDRESS • CITY • STATE • ZIP

Interstate National
Star Insurance
333 Earle Ovington Blvd
Uniondale, NY 11553

Fenton, MI

3 EXPLANATION parking Brake engaged

While Traveling 60mph on I-75 Atlanta Ga. Burning up emergency brake and related parts - see letter to Michigan Atty General plus Federal High way Commission. I faxed Bill to Star 12-30-04 - Their office was closed for Holidays - On 1-2-05 when they opened, they said they would not pay for any repairs - then they said \$1500 - then \$1400 and finally \$1386.38.

4 What settlement would you consider fair? The balance of my repair Bill less my deductible

PLEASE NOTE: Complaint information may be shared with law enforcement agencies or the media if requested

ATTENTION CUSTOMER - DO NOT WRITE BELOW THIS LINE

TO THE COMPANY: AS A CONVENIENCE YOU MAY USE THIS FORM TO NOTIFY THE BBB OF YOUR POSITION OR ACTION TAKEN WITH REGARD TO YOUR CUSTOMER'S COMPLAINT.

ACTION TAKEN _____ DATE _____ ACTION WILL BE TAKEN _____ DATE _____ OTHER (SEE BELOW)

BETTER BUSINESS BUREAU
DETROIT AND EASTERN MICHIGAN
 30555 Southfield Road, Suite 200
 Southfield, MI 48075-7751
 (248) 844-9100 (248) 844-5028 FAX
 WWW.EASTERNMICHIGANBBB.ORG

EXPLANATION:

SIGNATURE _____ TITLE _____ DATE _____

04078 95-99 Chevrolet P3 Chassis Owner Letter to Check the Park Brake Operation - kw campaign inoperative performance information #PIT3260 - (Nov 5, 2004)

04078 95 - 99 Chevrolet P3 Chassis Owner Letter to Check the Park Brake Operation

The following diagnosis might be helpful if the vehicle exhibits the symptom described in the PI.

Condition/Concern:

Owners of 1995 - 1999 P3 chassis may have received a letter that instruct them to check their park brake operation. Below is a copy of this letter.

Recommendation/Instructions:

This letter is not a product recall even though customers received a recall reply card in error with their letter. The purpose of the letter is to remind the customer that the park brake system requires routine maintenance as outlined in the owners manual. Any repairs or adjustments performed on the park brake system are at the expense of the customer as this is considered a maintenance item. Below is a copy of the letter.

October 2004

Dear Chevrolet Customer:

General Motors originally sent this owner letter to all owners of record in July 2001. Due to the importance of this scheduled maintenance, General Motors is resending this information to you. Please follow the instructions below to address this important matter.

As the owner of a 1995 - 1999 Chevrolet motor home chassis, your satisfaction with our product is of utmost concern to us. We are contacting you to make you aware that General Motors has received

<http://service.gm.com/servlets/BlobServlet?ServletFile=1563111&psdid=64&evo=am>

1/5/2005

reports of crashes that may be related to the maintenance of the auto-apply park brake on your vehicle. The park brake system requires routine maintenance as outlined in your owner's manual. If the park brake system is not periodically adjusted, it is possible that the park brake may not fully engage, allowing the vehicle to roll.

What You Should Do:

1. Inspect your vehicle and confirm that your auto-apply parking brake is correctly adjusted. If you suspect that your system needs adjustment, please contact your GM dealer for service. GM recommends that you inspect the adjustment of your park brake at least twice yearly and after long periods of storage. It is recommended that you perform the simple check of the park brake system stated in your owner's manual in the Scheduled Maintenance Services section. For your convenience we have provided it below: Caution When you are doing this check, your vehicle could begin to move. You or others could be injured and property could be damaged. Make sure that there is room in front of your vehicle in case it begins to roll. Be ready to apply the regular brake at once should the vehicle begin to move.
 - Park on a fairly steep hill, with the vehicle facing downhill. Keeping your foot on the regular brake set the parking brake.
 - To check the parking brake's holding ability: With the engine running and the transmission in NEUTRAL (N), slowly remove foot pressure from the regular brake pedal. Do this until the vehicle is held by the parking brake only.
 - If the vehicle does not hold under the above circumstance, see your dealer immediately for parking brake adjustment.
2. As an added precaution to help prevent your vehicle from rolling away, GM recommends that you avoid parking on steep grades whenever possible. If you must park on an incline, park your vehicle against a curb or berm if possible. If parking next to a curb, turn the vehicle wheels into the curb.
3. Do not use the park brake system to stop the vehicle while the vehicle is in motion. The park brake system is not intended to be used as a substitute for the regular brake system. Doing so can damage the park brake system.

If you have any questions regarding this matter, please contact the Chevrolet Customer Assistance Center between the hours of 8:AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1-800-222-1020.

Chevrolet Division

General Motors Corporation

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance.

Model:

(1995 - 1999 Chevrolet P3 Chassis)

<http://service.gm.com/services/BlobServlet?ServletFile=1563111&psid=64&ovc=gm>

1/5/2005

FROM THE OFFICE OF:
TOM JUMPER CHEVROLET
7475 ROSWELL RD
ATLANTA, GA 30328

DATE 1/3/05

TO: Bill Brown

FROM:

THERE ARE 9 PAGES INCLUDING THIS ONE. IF THIS IS TRANSMISSION IS NOT COMPLETE OR THERE IS A QUESTION PLEASE CALL US AT 770-396-6901

COMMENTS:

this is the file and the Cook
RV We also faxed this same info
the Star RV 12/31/04 w/ Cust stated
parts when not covered items.

Please call for any additional info
the Cooks can also be reached at
this # 770 351 2632 thank you
Lycia Sumner

MICHIGAN REGISTRATIONTERRI LYNN LAND
Secretary of State

Plate: PND145 Expires: 09/04/2004

TRANSFER REGISTRATION

1998 BOUNDER HTR HOME

Vehicle No.: 16BLP37J0M

Fee Cat. or Wt.: 000061

C 200 887 135 689

County: GEMEESE

FENTON MI

License Fee: 8.00

03292004 J3 R089 167 0397 2739.70

TR-II

MICHIGAN REGISTRATIONTERRI LYNN LAND
Secretary of State

Plate: PND146 Expires: 09/04/2004

TRANSFER REGISTRATION

1998 BOUNDER HTR HOME

Vehicle No.: 16BLP37J0M3308581

Fee Cat. or Wt.: 000061

C 200 887 135 689

County: GEMEESE

WILLIAM DAVID COOK & LINDA IRENE

COOK

11452 VISTA DR

FENTON MI 48430

License Fee: 8.00

03292004 J3 R089 167 0397 2739.70

TR-II



CHEVROLET

Customer Assistance Center

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

January 7, 2005

Case #
Comb. #
C-H-V
0561960

Fenton, MI

Service Request: 1-296972440
Customer Relationship Manager: Adela Grimaldo

Dear

We are sorry you continue to be dissatisfied with the decision we made concerning your 1998 Chevrolet P Model. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation



October 2004

Dear Chevrolet Customer:

General Motors originally sent this owner letter to all owners of record in July 2001. Due to the importance of this scheduled maintenance, General Motors is resending this information to you. Please follow the instructions below to address this important matter.

As the owner of a 1998 Chevrolet motor home chassis, your satisfaction with our product is of utmost concern to us.

We are contacting you to make you aware that General Motors has received reports of crashes that may be related to the maintenance of the auto-apply park brake on your vehicle. The park brake system requires routine maintenance as outlined in your owner's manual. If the park brake system is not periodically adjusted, it is possible that the park brake may not fully engage, allowing the vehicle to roll.

What You Should Do:

1. Inspect your vehicle and confirm that your auto-apply parking brake is correctly adjusted. If you suspect that your system needs adjustment, please contact your GM dealer for service. GM recommends that you inspect the adjustment of your park brake at least twice yearly and after long periods of storage. It is recommended that you perform the simple check of the park brake system stated in your owner's manual in the *Scheduled Maintenance Services* section. For your convenience we have provided it below:

Caution

When you are doing this check, your vehicle could begin to move. You or others could be injured and property could be damaged. Make sure that there is room in front of your vehicle in case it begins to roll. Be ready to apply the regular brake at once should the vehicle begin to move.

- Park on a fairly steep hill, with the vehicle facing downhill. Keeping your foot on the regular brake set the parking brake.
- To check the parking brake's holding ability: With the engine running and the transmission in NEUTRAL (N), slowly remove foot pressure from the regular brake pedal. Do this until the vehicle is held by the parking brake only.
- If the vehicle does not hold under the above circumstance, see your dealer immediately for parking brake adjustment.

2. As an added precaution to help prevent your vehicle from rolling away, GM recommends that you avoid parking on steep grades whenever possible. If you must park on an incline, park your vehicle against a curb or berm if possible. If parking next to a curb, turn the vehicle wheels into the curb.
3. Do not use the park brake system to stop the vehicle while the vehicle is in motion. The park brake system is not intended to be used as a substitute for the regular brake system. Doing so can damage the park brake system.

If you have any questions regarding this matter, please contact the Chevrolet Customer Assistance Center between the hours of 8:AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

Chevrolet Motor Division
General Motors Corporation

Recall Processing Center
P.O. Box 009989
Milwaukee, WI 53209-9989



04078 1GBLP37JGW: 13 0008951

FENTON, MI

MAIL THIS FORM ONLY if any of the items below apply to this vehicle. This will help us in contacting the present owner/lessee and ensure that you do not continue to receive notifications for this vehicle.

CHECK (X) APPROPRIATE BOX.

My new address OR Vehicle sold/traded to:

Owner Name _____

Address _____

City, State, Zip _____

Phone (____) _____

- I have never owned/leased this vehicle.
- Vehicle was damaged beyond repair and scrapped.
- Vehicle was stolen and not recovered.
- Other: _____

By providing the information above you are authorizing an update to our records for this vehicle.

CUSTOMER REPLY FORM

To mail: Fold so the return address on the back of this panel is showing.
Place a piece of tape on each of the shorter ends to seal the mailer.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 21180 MILWAUKEE, WI 53209-9989



POSTAGE WILL BE PAID BY ADDRESSEE

RECALL PROCESSING CENTER

P.O. BOX 909889
MILWAUKEE, WI 53209-9989



DATE 2/27/98	LICENSE	PROMISED	TAG NUMBER T-4564	SERVICE WRITER 2038	REPAIR ORDER # 324714	DELIVERY DATE 2/27/98
VEHICLE IDENTIFICATION		VEHID	MESSAGE 3075	COLOR Tan	YEAR 98	MAKE - MODEL Moton Honda
16B LP 37 JOW						

LIMITED EXPRESS WARRANTY

Tom Jumper, Inc. warrants labor and new and re-manufactured parts utilized in the repair of the vehicle for ninety days or 4,000 miles, whichever first occurs. Tom Jumper, Inc. hereby declares the licensee of all limited warranties with respect to the repairs made in the vehicle including the implied warranty of merchantability or fitness. Under no event will Tom Jumper, Inc. be liable for any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or interest or any other incidental damages.

It should be understood that our repair is not an exact science. Repair estimates and/or work are done to the best of our ability through diagnosis of the problem given to us when your car is brought into Tom Jumper, Inc. Your vehicle could still need more or less repair.

AUTHORIZATION

I hereby authorize Tom Jumper, Inc. to perform the repair work requested below or to diagnose the problems listed and perform appropriate repairs. I understand that parts used in the repairs may be new, re-manufactured, aftermarket manufacturer parts, or salvagable used parts. Tom Jumper, Inc. may operate the above vehicle for purposes of testing, inspection or delivery at my site. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs hereto. Tom Jumper, Inc. will not be responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, accident or any other cause. I understand that Tom Jumper, Inc. will attempt to diagnose the problems listed in order to make necessary repairs. If an estimate or diagnosis is made, I understand that it is an estimate or diagnosis to cost effectively repair my vehicle. Once into repairs or when your repairs are completed your vehicle could need more or less than needed less repairs. I understand that I agree to pay for a second opinion on the diagnosis of the vehicle.

SIGNED X

PHONE BUSINESS _____ PHONE RESIDENCE 1

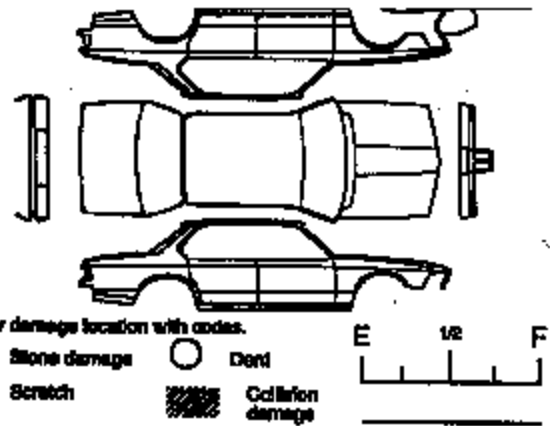
NAME _____

ADDRESS _____

CITY Kenton (Amesbury)

STATE Mi ZIP CODE _____

ESTIMATE +/- 15% ESTIMATE +/- 15% ESTIMATE +/- 15%



OPT CODE

R/F Collision lock up

(Emergency brake pump energized and applied brake while the customer was driving. The motor ran until the relay and pump burned up. The brake lining and all hardware are burned up due to heat.)

Stephen

PLEASE REMOVE ALL PERSONAL ITEMS FROM VEHICLES

Customer Data: Complying with the Safeguards Rule
As a financial institution that may have access to personal information from our customers such as the names, addresses, & phone numbers; bank & credit card account numbers, income & credit histories; & Social Security numbers, The Gramm-Leach-Bliley (GLB) Act requires financial institutions to ensure the security & confidentiality of this type of information.

As part of its implementation of the GLB Act, the Federal Trade Commission (FTC) has issued the Safeguards Rule. This Rule requires financial institutions under FTC jurisdiction to protect customer records & information. We at Tom Jumper, Inc. are complying with this law. As such, have developed a limited written information security plan to protect & safeguard any non-public information we may collect or use as part of servicing your vehicle & completing the business transaction.

We are asking our customer to REMOVE ALL PERSONAL ITEMS that may contain sensitive financial data, i.e., wallets, social security number, expiring documents, drivers license number containing documents, credit card or other financial data information, etc, before leaving the vehicle over to our service writer.

Your privacy & identity protection is important to you & to us. We thank you for your cooperation in safeguarding this information.

Signature _____ Date _____

**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).**