



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 100148

Date Received

30-JUN-2005

Repository ☐

Reference No.

10127165

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRINGFIELD

State IL

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/13/2005

VEHICLE INFORMATION

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

1G1JH54F547

Make

CHEVROLET

Model

CAVALIER LS Sport

Model Year

2004

Date Purchased
30-APR-04

Dealer's Name and Telephone Number
NEWMAN CHEVROLET

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

MILWAUKEE Cedarburg

State

WI

Zip Code

53012

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

116000 ELECTRICAL SYSTEM:IGNITION

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-SEP-2004

Failure Mileage

6342

Failure Speed

45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

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

Number of Deaths

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).

DT: WHILE DRIVING AND WITHOUT WARNING THE VEHICLE DIED. THIS HAS HAPPENED THREE TIMES. DEALER SAID IT WAS SOMETHING DIFFERENT EVERY TIME. MANUFACTURER WAS CONTACTED, BUT THEY WILL NOT CALL HER BACK. SHE CALLED THREE TIMES. DEALER SAID THE PROBLEM WAS IGNITION SWITCH THE SECOND TIME. THE THIRD TIME THEY REPLACED/PROGRAMMED THE PCM. THE FIRST TIME THEY REPLACED A MODULE 3.107, SEAL 3.112. CALLER IWAS UNCOMFORTABLE IN CAR AND DID NOT FEEL SAFE.*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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 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.

On 10/5/04, a repair order was printed for an incident that occurred on 9/26/04. I was traveling from Wisconsin Rapids, WI to Springfield, IL, when my car stopped working while in motion, while driving approximately 45 mph in the middle of the Hwy. There were repairs being done to the roadway on a 3 lane Hwy, which was cut down to only a 2 lane Hwy. Luckily a man and a woman from another vehicle stopped behind me and helped me push my vehicle to the lane that had not been open to other traffic due to repairs, so I would not be stuck in the middle of the Hwy. I called roadside assistance immediately. A tow truck that happened to be passing by, due to an accident up ahead stopped and told me that a police officer told him that I had to move my car, and that it could not be in the lane we had pushed it onto. I was very upset at that point because there was nothing I could do; I could not start my car. I waited for approximately 45 min. for the tow truck to pick me up, which was called by roadside assistance. The tow truck towed my car, to Lemans Chevrolet in Bloomington, IL. It was a Sunday, so when I got to the dealership with my car it was closed. I had to ask the tow truck driver along with roadside assistance, what to do. I had to call a Taxi, to take me to the Enterprise Rent-a-car at the airport, since the main office was closed. Enterprise rent-a-car could not pick me up because they didn't have an extra driver to pick me up. I was very frustrated at this point because I had never been in this town and I wasn't familiar with the town. With out the assistance of the tow truck driver and roadside assistance, I'm not sure what I would have done, being stranded at the dealership. When the taxi picked me up I was taken to Enterprise rent-a-car at the airport. I also had my dog with me and had to leave my dog with the taxi driver until I got the paperwork complete with Enterprise Rent-a-car. Most taxi drivers would not allow this. I received a van to drive home to Springfield, IL. I had to wait until the following Saturday 10/2/04 to drive back an hour to pick my car up at the dealership. I was without my car from 9/26/04-10/2/04.

On 6/13/05 an invoice was printed for an incident that occurred on 6/11/05. While driving down a road in Springfield, IL, my car stopped while in motion. I had a hard time pressing on the brake, and had a hard time controlling the vehicle. I happen to have two other adults in the vehicle at the time, and they both helped me push the car to a side road. I tried to start the car several times and it never started. We decided to walk back to my apartment to get their vehicle, which was about 7-8 blocks from where the car died. We left my vehicle on the side street until we returned in their vehicle. It was an extremely hot day that day; I would not have been able to tolerate waiting in the heat for the tow truck to come. When we arrived at the apartment we went back to the car to see if it would start. After several tries the car did not start. We decided to give it two hours and try again to get it started. I got back to the car after the two hour time period and it started for a few seconds and then it quit. I decided at that point to call roadside assistance to send a tow truck to pick up my car and take it to the dealership. We waited in my friend's vehicle, approximately ½ hour to 45 minutes for the tow truck. The tow truck took the vehicle to Friendly Chevrolet in Springfield, IL. I was with out a vehicle from 6/11/05-6/13/05.

I also had to have a friend take me to work on Monday 6/13/05 at 6:00am since Friendly Chevrolet did not offer the shuttle bus until 8:00am in the morning. The shuttle bus did pick me up from work on 6/13/05 to get my car at 3:00pm.

On 6/23/05 an invoice was printed for an incident that occurred on 6/16/05. I just turned out of the driveway of my apartments and drove down the road and my car stopped in motion. It happened to stop right before a stop light, right before an intersection in the middle of the road. I tried to start my car 6-10 times and it wouldn't start. I waited a few minutes while people beeped their horns at me and were getting upset, driving around my vehicle to get past me. I tried again to start my car and it finally started. I was on my way to work at the time and was only 5 minutes away, so I decided to try and get to work so that I would not be late, and figured that roadside assistance or the dealership could pick my car up from work. I called Friendly Chevrolet while on my way to work and explained the situation. I was extremely upset at this point since it was Thursday 6/19/05, and I had just picked up my car 3 days before, for the same problem. I asked the dealership what I should do. They told me to drive it across town and bring it to them. I explained that I was scared to even drive the car and that I was on my way to work and would miss work if I drove it to the dealership. I also mentioned that I was not going to use the shuttle and that I needed a vehicle to drive because, they did not offer the shuttle at the times that I needed to go into work. He said that I needed to drive my car to the dealership and that they thought they might have a vehicle that I could use while my car was at Friendly Chevrolet getting worked on for the third time for the same problem. I hung up with him and when I got to work I asked my supervisor if I could miss work to take it into the shop, and I would return afterwards. He approved me to do this but, I had not been at this job long and wasn't sure if it would be a problem. I missed 45 minutes of work when I had to drive my car, which I felt was unsafe to the dealership. I called the dealership and told them to save the car for me and I would be on my way to the dealership. While I was at the dealership getting this car to use, while mine was in the shop, the dealership tried to tell me that I was going to be charged for a leased car. I told them that I would not be charged for this car, and that it was not my fault that this car was not working. I was also still under a three year warranty for a car that was only a month and a half over a year old. I was with out a car from 6/16/05-6/23/05.

I also had to take my car in to the shop on two other occasions. The first occasion was on 7/27/04, my key fob was not working and my passenger side, front center cap fell out, and my passenger side front window did not roll up. I was with out my car 7/27/04 and 7/28/04. And I needed to return on 9/16/04 to get my front center cap on the passenger side fixed because they did not have the part on 7/27/04 or 7/28/04. Between the dates of 9/26/04-6/23/05 I was with out my car for a total of 21 days. I had only had my car for 4 months when the first problem occurred on 7/24/04. I called GMC customer service line and made complaints on the following dates: 9/30/04, 6/24/05, 6/27/05, and 2 times on 6/28/05. After I had not received a call back from GMC customer service between the dates 6/24/05-6/28/05, I called BBB auto hotline, on 6/29/05, because I was getting no response from GMC customer service. I was then advised from BBB auto hotline to notify the National Hwy Traffic Safety Administration, which I called on 6/30/05.

Thank-you,



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).