



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

Repository

2106 JAN 11 PM 4:08
10 OCT 2003

Reference No.
10136724

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **ST THOMAS** State **OO** 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 _____ Date 10/10/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C1JF127 [REDACTED] Make **CHEVROLET** Model **CAVALIER** Model Year **1999**
Date Purchased **12-OCT-02** Dealer's Name and Telephone Number _____ Engine: No: Cylinders **4** Fuel Type: **Gas**
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type Automatic Brakes Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **114000 ELECTRICAL SYSTEM:WIRING**
AUTOMATIC Cruise Control Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **12-OCT-2003** Failure Mileage **60000** Failure Speed _____

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: DOTM16BAC038) 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, if any, including, but not limited to, crash, fire, and injury.)

Crash Yes No Fire Yes No Number of Persons Injured _____ Number of Deaths _____ Reported to Police **h**

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: THE CONSUMER WAS COMPLAINING ABOUT AN ELECTRICAL PROBLEMS FOR 3 YEARS. THE CAR HAS BEEN TO THE DEALER ONCE AND TO A REPAIR SHOP 4 OR 5 TIMES FOR ELECTRICAL PROBLEMS. THE DEALERSHIP INSTALLED A WIRING HARNESS KIT, AND THAT DID NOT CORRECT THE PROBLEM. THE CONSUMER CALLED THE MANUFACTURER, AND THEY WOULD NOT REFUND HER ANY MONEY. THE CONSUMER RECEIVED NHTSA RECALL 04V038000 CONCERNING ELECTRICAL SWITCH. THE CONSUMER HAS HAD THE RECALL WORK DONE. THE VEHICLE IS A 1999, CHEVROLET CAVALIER. SPEED WAS NOT A FACTOR IN THE VEHICLE. *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.

VEHICLE RECALL NOTICE



Canada

Diagnostic

GENERAL MOTORS OF CANADA LIMITED
1908 COLONEL SAM DRIVE
OSHAWA, ONTARIO L1H 8P7

Hutchinson GM Service

9 am 7/04
March 2004
(18002633777)

00000120797 04002 181JF12T0 [redacted] ENG

ST THOMAS ON CA [redacted]

Dear General Motors Customer:

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 and 1999 model year Chevrolet Cavalier and Pontiac Sunfire vehicles, and 1998 model year Buick Skylark, Oldsmobile Aurora, and Buick Grand National vehicles. If the engine fails to start and the driver holds the key in the "start" position for an extended period, high current flows through the ignition switch, and sometimes produces enough heat to melt internal switch parts. If the switch is damaged, a wire could occur in the steering column, even with the engine off and the key removed. The fire could spread to the interior of the car, which could injure occupants of the car or cause damage to adjoining structures.

The purpose of this letter is to explain this product safety recall, what GM is doing to correct it, and what you can do immediately to reduce the potential for a fire and its consequences. Customers who have experienced this problem usually report that they recently had problems starting their cars. While most of the fires occurred within minutes of an unsuccessful attempt to start the car, others occurred after the car had been unattended for a longer time. If you are experiencing problems starting your car, have it repaired promptly and do not leave the car in a building.

Please know that we understand the concern this may cause and the need to correct it as quickly as we can. Until we are able to install a relay kit in your car that will prevent high current from flowing through the ignition switch, there are two very important precautions you can take to reduce the potential for a fire:

- Do not hold the key in the "start" position if the starter does not immediately begin cranking the engine. A low battery charge and other starting system problems can create a situation where the driver turns the key to the "start" position and nothing happens other than a clicking sound. If that happens, turn the key back to "off" immediately. Holding the key in "start" longer will not help to start the car, but can cause damage to the ignition switch that can eventually lead to a fire.

- If you encounter difficulty starting your car, have it repaired promptly to minimize the potential for damage to the ignition switch. The ignition switch in your vehicle may become damaged and the damage could lead to a fire if you:

- (1) have a failing battery and do not replace it promptly and
- (2) experience "click" with no start three or more times and
- (3) jump-start the car three or more times

→ ^{ford} Having this problem

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Your GM dealer will (1) install a relay kit that will prevent high current from flowing through the ignition switch and (2) check that your car will start with a properly charged battery and, if necessary, replace the ignition switch. These services will be performed for you at no charge. Battery replacement and other normal maintenance, however, are not covered by this recall.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed. Please contact your dealer as soon as possible to arrange a service date.

If parts are required, ask your dealer for details regarding their availability. If parts are not in stock, they can be ordered before scheduling your service date.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

If you have already paid for some or all of the cost for ignition switch replacement and related wiring repairs due to the condition addressed in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by June 30, 2005.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Customer Support Department
General Motors of Canada Limited
04002
/11