



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

207 492
23-MAR-2006 11:01

Repository

Reference No.
10153494

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DINGMANS FERRY State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 [REDACTED] Date 4/1/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1JF52F8 [REDACTED] Make CHEVROLET Model CAVALIER Model Year 2004
Date Purchased 13-OCT-03 Dealer's Name and Telephone Number HIGH POINT CHEVROLET 973-875-6101 Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City SUSSEX State NJ Zip Code 07461
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-MAR-2006 Failure Mileage 30000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1SABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), cause(s), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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*: THE CONTACT STATED THE DRIVER SIDE WINDOW DOES NOT OPERATE. THE DEALERSHIP MADE REPAIRS TWICE; THE MOTOR AND REGULATOR HAVE BEEN REPLACED. HOWEVER, THE PROBLEM HAS RETURNED.

I AM 70yr old, my wife is 66 & ON SOCIAL SECURITY
IS THIS THE WAY SENIOR CITIZENS GET TREATED.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 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)

DRIVERS side window fixed on 7-5-05, 8-13-06, BROKEN AGAIN ON 3-1-06. SECOND
TIME PARTS IN STOREROOM 3 WEEKS NO CALL FROM HIGH POINT LIKE PROMISED BY MARY. THIRD
TIME PARTS LAYED DOWN LATER 2-3 WEEKS NEVER CALLED AS PROMISED BY SERVICE MANAGER THAT
WAS ON DUTY 3-27-06. I had to call to see if parts where in both times. They were
annoyed that I called GMAC, + ATTORNEY GENERAL IN PA. WOMAN NEXT TO SA. MGA TOLD
ME I WAS THE MAN WHO COMPLAINED TO GMAC + ATT-GEN, THEN HE TOOK HIS TIME TO STAY.
MAYBE TO OPEN DOOR TO PAY TULSA, + DRIVE THROUGH, CANNOT USE HAND SIGNALS WHICH
IS A VIOLATION OF MOTOR VEH. CODE. CANNOT OPEN WINDOW IF STOPPED BY POLICE OFFICER
WHICH IS DANGEROUS TO OFFICER + ME. WILL NOT PASS INSPECTION. SEE MGA VERY VERY
WASTY, POSITIVE COMPLAINTS MADE ATTACH ADDITIONAL SHEETS IF NECESSARY

PLUS, INCONVENIENT, AGGRAVATION, STRESS + MOTOR VEHICLE SAFETY LAWS ^{LEMON LAW) AGREEMENT} NEW CAR) ^{WARRANT} BY MS.

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

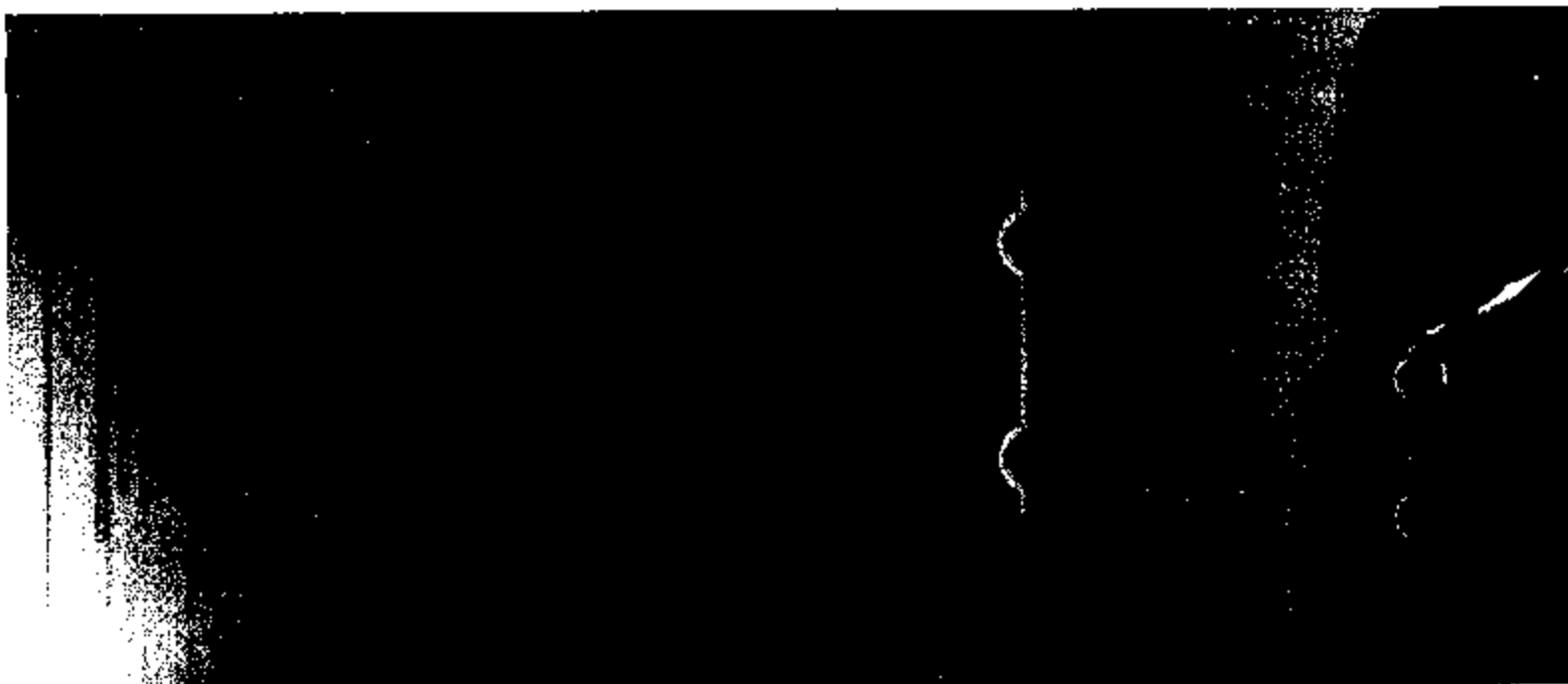


NO POSTAGE
NECESSARY
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UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 78178 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-210
400 7th Street, SW
Washington, DC 20590





CHEVROLET

Customer Assistance Center

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

January 24, 2006

[REDACTED]
Dingmans Ferry, PA [REDACTED]

Service Request: 1-382084225

Customer Relationship Manager: Edwin Mwango

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Left front power window motor/regulator on your 2004 Chevrolet Cavalier, Vehicle Identification Number 1G1JF52F84[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 13, 2009, or 80,000 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 item(s) are covered:

Front left Power Window Motor/Regulator

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Cavalier. 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,

Chevrolet Division
General Motors Corporation

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.

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

TOM CORBETT
ATTORNEY GENERAL

www.attorneygeneral.gov

Investigator: _____ Code 1 _____ Code 2 _____
Telephone # _____

Bureau of Consumer Protection
Room 100, Santer Building
101 Penn Avenue
Scranton, PA 18503-2025
(570) 963-4913

- Age:
- 18-29
 - 30-44
 - 45-59
 - 60 or older

NAME: _____
ADDRESS: _____
CITY: LEHANS FERRY, PA. STATE: _____ ZIP CODE: _____ COUNTY: Pike

PHONE NUMBER: _____ BEST NUMBER TO CALL DURING THE DAY: _____

NAME OF BUSINESS COMPLAINT IS AGAINST: HEVRULET MOTOR DIVISION, CUSTOMER ASSISTANCE
High Point Chevrolet _____ Sussex Co.
NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED: _____

CITY: _____
DETROIT, MI. STATE: _____ ZIP CODE: _____ COUNTY: _____

DEBTS(S) OR SERVICES(S) PURCHASED	DATE OF PURCHASE	PURCHASED PRICE
<u>004 CAVALIER</u>	<u>10-13-03</u>	_____
<u>Approximate mileage 29,900</u>		

What other agencies have you complained? Chevrolet Motor Div. / High Point Chevrolet

What action was taken? Fixed Twice (2) Broken Again

Have you retained an attorney? Yes No
If yes, please provide your attorney's name, address and telephone number

BUT Will if NOT Fixed PERMANENTLY

Have you filed a court action? Yes No
If yes, please state WHEN, WHERE and WHAT decision was made?

BUT Will if NOT Fixed PERMANENTLY

**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).**