



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

03-AUG-2006

Repository ☐

Reference No.

10164314

OWNER INFORMATION (Type or Print)

Name

Address

City

Ocala

State FL

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 08/15/06

VEHICLE INFORMATION

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

1GBJG31U4

Make

CHEVROLET

Model

EXPRESS 3500

Model Year

2004

Date Purchased
17-SEP-05

Dealer's Name and Telephone Number

BILL WAITS RV UNKNOWN 888-924-8778

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SAVANNAH

State

GA

Zip Code

31322

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-AUG-2006

Failure Mileage

9800

Failure Speed

50

Failure Description

Brake Rotors

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*: THE CONTACT STATED WHILE DRIVING ON THE HIGHWAY AT VARIOUS SPEEDS FOR AN EXTENDED PERIOD OF TIME WITH BRAKES DEPRESSED, THE STEERING WHEEL VIOLENTLY SHOOK. THE VEHICLE WAS INSPECTED BY A DEALER WHO TURNED THE BRAKE ROTORS. AFTERWARDS, THE PROBLEM PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO AS UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS CONTACTED.

VEHICLE UNSAFE ROTORS SHAKE when they get hot, ESPECIALLY going down a hill with foot on brake.

1) Enclosing letter from Chevrolet Customer Assistance Ctr. (Copy) 8/17/06

2) Repair order from Palm Chevrolet 9/30/05 (Copy)

3) Repair order from Palm Chevrolet 8/10/06 (Copy)

4) SAFETY RECALL NOTICE received 6/5/06 - Palm Chev. said NO RECALLS on this vehicle? (Copy)

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 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.



SAFETY RECALL NOTICE

Motorhome 5/1/06

Ocala, FL

Dear Anthony Russo Auto Sales Inc:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2004 model year Chevrolet Express vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we have taken this action for your safety and continued satisfaction with our products.

IMPORTANT

- Your 2004 model year Chevrolet Express, VIN 1GBJG31U441219566, is involved in safety recall 051113.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Some of these vehicles have safety belt buckles that may not latch or unlatch. If a safety belt buckle does not latch, that seating position should not be used and another seating position should be used if possible. If a safety belt buckle does not unlatch, it may require cutting of the belt to release the occupant. Occupants in a vehicle should always wear a safety belt or an increased risk to personal injury can occur in the event of a vehicle crash.

What will we do?

Your Chevrolet dealer will inspect the safety belt buckles and replace either the buckle cover or the entire buckle assembly. This service will be performed for you at **no charge**. It is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 to 50 minutes because of service scheduling requirements.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

**What should
you do?**

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Did you already
pay for this
repair?**

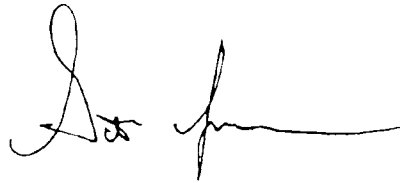
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
05113



CHEVROLET

Customer Assistance Center

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

August 7, 2006



Ocala, FL 34471-6611

Service Request: 1-424196734

Customer Relationship Specialist: Yvonne Morgan

Dear 

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Express. 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,

Chevrolet Customer Assistance Center

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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).