



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

2006 NOV -3 2:15
19-SEP-2006

Reference No.
10168631

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City IMPERIAL State MO 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 9/26/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GBIG31G _____	Make CHEVROLET	Model EXPRESS 3500	Model Year 2001
Date Purchased 19-01-APR-00 CR	Dealer's Name and Telephone Number HOWARD MOTOR HOMES 314-487-8000	Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City SAINT LOUIS	State MO	Zip Code 63129
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code Vortec 8100 051006-ENGINE AND ENGINE COOLING: ENGINE
Multiple Failure: + 8-10 Times			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-SEP-2006	Failure Mileage 53808	Failure Speed 40	
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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), condition(s), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 VARIOUS SPEEDS UNDER NORMAL DRIVING CONDITIONS, THE ENGINE STALLED AND OPERATED AT A REDUCED SPEED. THE REDUCED ENGINE POWER LIGHT ILLUMINATED. THE CONTACT PULLED OVER WITHOUT INCIDENT AND TURNED THE IGNITION OFF. AFTER A PERIOD OF 15 MINUTES, THE ENGINE EASILY RESTARTED WITHOUT FURTHER INCIDENT ALTHOUGH AFTER RESTARTING THE CHECK ENGINE LIGHT WAS ILLUMINATED. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THE ACCELERATOR MODULE OF THE ENGINE NEEDED TO BE REPLACED. AFTERWARDS, THE ENGINE STALLING AND REDUCED POWER PERSISTED. THE MANUFACTURER WAS NOTIFIED, while driving, an unexpected and without warning, loss of engine power has occurred several times; a near or life threatening situation. Other losses occurring shortly after start-up of engine. Chevrolet has unsuccessfully attempted 8 times to correct problem.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See enclosed information

ATTACH ADDITIONAL SHEETS IF NECESSARY

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
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

2.18

**Think your vehicle
has a safety defect?**

Imperial, Mo

Phone

Fax

Aug 28, 2006

Re: Summary of Performance,
Unsafe At Any Speed

Vehicle: 2001 Chevrolet Truck/Express Cutaway, 3500 Coachmen Motor Home
Veh ID: 1GBJG31C [REDACTED]
Engine: Vortec 8100
Date Purchase: 4/19 /2002
Dealer: Howard Motor Home, 6200 Heimos, St. Louis, Mo 63129
Present Mileage: 53,808

Problem: Engine unexpectedly and without warning goes into "reduced engine power" mode. The first problem occurred at 3566 miles and has continued to occur about every seven thousand miles. To date this has occurred at least 10 times.

Engine failure while driving is life threatening to the occupants of the vehicle and other individuals driving on the highways. This vehicle is unsafe at any speed.

To date, Chevrolet has made many attempts to correct the problem; the repairs made are only temporary. The engine has continued to fail unexpectedly and without warning after each repair. The vehicle is presently at Sepaugh Chevrolet, 1507 McNutt Road, Herculaneum, Missouri being analyzed for the last cause of engine failure.

An article in the St. Louis Post Dispatch dated September 19, 2006 stated the National Highway Traffic Administration is investigating 2001 General Motors Trucks with the 8.1 liter engine after reports that the engine may stall without warning. Copy of article attached. The Coachmen Motor Home is built on this same 3500 truck chassis with the 8.1 liter engine listed in the news article.

I reported the engine problems to the National Highway Traffic Administration on September 19, 2006.

Chevrolet Customer Service:

Because of my complaints to Chevrolet Customer Service concerning the safety of the engine, Chevrolet extended the warranty an additional 4 years or 48,000 miles. While traveling, Chevrolet has also paid for lodging while the vehicle was inoperative and being repaired.

On 9/8/06, Jeff Bird, a supervisor at Chevrolet Customer Service, when informed the engine was still failing and the engine was a safety problem offered \$1,000 toward the purchase of a new motor home.

Summary of Engine Failure and Dates Serviced by Chevrolet:

Date	Dealer	Mileage
June 28, 2002	Boemler Chevrolet	3,566
September 18, 2002	Sapaugh Chevrolet	8,028
May 17, 2004	Sapaugh Chevrolet	24,500
November 19, 2004	Sapaugh Chevrolet	31,207
January 11, 2005	Jack Wilson Chevrolet	32,333
February 9, 2005	Sapaugh Chevrolet	34,174
May 16, 2005	Sapaugh Chevrolet	38,616
October 18, 2005	Jack Wilson Chevrolet	43,635
August 28, 2005*	Sapaugh Chevrolet	53,808

*Motor Home still being analyzed for engine problem as of 9/20/06

Re: Summary of Performance,
Unsafe At Any Speed
Page 2 of 2

ReducedEnginePower2

██████████
██████████
IMPERIAL, MISSOURI
██████████
CELL ██████████

August 27, 2006

Re: Reduced Engine Power Mode on Repeating Basis

2001 Chevrolet Truck/Express Cutaway, Coachmen Motor Home
Veh LD. 1GBJ31G██████████

Engine: Vortec 8100

This engine has a history of going into the "reduced engine power mode." The engine has been analyzed and repaired seven or eight times to correct the problem of "reduced engine power mode." In May 2005, Sapaugh Chevrolet, Herculaneum, Missouri, worked with the General Motor's Technical Service Department to resolve this problem and to ensure this would not happen again. Please review past history of warranty work performed to correct the continuous problem of "reduced engine power" and the last corrective action taken to correct this problem. However, the problem has not been resolved, the problem continues.

Recent Incidents of Engine Going Into Reduced Engine Power Mode:

October 18, 2005, mileage 43625, St. Augustine, Florida; Engine went into "reduced engine power mode" while backing up. Gas tank was at about ¼ level. Engine was not re-started until following day. Engine re-booted from "reduced engine power mode" to "service engine soon." Vehicle was taken to Jack Wilson Chevrolet for service. Service Department could not find any problem; engine had re-booted to normal driving mode. See attached invoice from Jack Wilson Chevrolet dated October 18, 2005.

March 26, 2006, mileage 49,248, South Padre Island, Texas. Engine went into "reduced engine power mode" after moving forward about 20 feet. Gas tank was at about the ¼ level. After shutting engine off and re-starting, the engine re-booted into "service engine soon". After driving about 5 miles, engine was turned off. At the next start up, engine re-booted to normal driving conditions.

August 2, 2006, mileage 53,472. I had just filled gas tank and had driven about 12 miles. I had stopped at a traffic light and had accelerated to about forty miles per hour when the engine went into "reduced engine power mode." Vehicle was guided to side of road and engine turned off. After fifteen minutes, engine restarted and re-booted to "service engine soon." After driving 150 miles with "service engine soon", engine was shut off. Upon restart, engine re-booted to normal driving.

Sunday, August 27, 2006, mileage 53,808: Vehicle parked at home. Gas tank had been filled about week ago, driven about 10 miles to home and parked. Today, I started the engine; the "reduced engine power" came on. I turned the engine off, came inside the house and wrote this letter. Is there anyone at General Motors who can resolve this problem of engine failure?

Reduced Engine Power

[REDACTED]
Imperial, Missouri
[REDACTED]

December 1, 2004

**Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170**

Re: Help in Resolving Problem

**Vehicle: Chevrolet CG 31832 2001 Express RV Cutaway 12300 GVW
Vin: 1GBJG31C [REDACTED]
Final Product: 2002 Coachmen 220RK Motor Home
Delayed Warranty Start Mileage: 612
Delayed Warranty Start Date: 04-19-02**

This is to inform you that the above motor home has had major engine problems on four different occasions.

On each occasion, the engine has gone into the "low power mode." Prior to the "low power mode", the "service engine soon" light would come on.

The situation of not having sufficient power was very dangerous. We have lost power while driving on a two lane highway with no shoulders at night time. Twice we have lost power on a very busy street. Once we lost power just after climbing a high hill. Any of these situations could have been dangerous or fatal to us or other individuals driving on these roads.

I am enclosing copies of the:

**Summary of History
Service report from Sapeugh Chevrolet, dated 11/24/04
Delay Warranty Start**

Re: **Help in Resolving Problem, Chevrolet Customer Service Center, December 1, 2004,**

Saupeugh Chevrolet has worked diligently with your engineers to arrive at the last solution to the problem. I have been ensured the last fix has corrected the problem.

However, this was the fourth attempt to correct the problem. If there would be another power failure, it could be fatal.

I would appreciate your engineering department reviewing the repair data on this motor home to ensure I will not have another dangerous "low power" situation.

Sincerely,

A solid black rectangular redaction box covering the signature area.

Chevrolet12-01-04

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Components - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GBJG31G011182165
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VEHICLE INFORMATION					
Manufacturer Model :	CG1832-2001 EXPRESS RV CUTAWAY-12000 GVW		Warranty Start Date :	04/19/2002	
SABS Order Type :	70 - RETAIL - 5/YR/50K				
Delivering Dealer :	MAX MYERS MOTORS, INC. PO BOX 112 MIDDLEBURY, IN 46540-0112 (574) 825-2148		Selling Source :	13 - CHEVROLET	
			Site Code :	11374	
			Business Associate Code :	113412	
Service Contract :	No	Branded Title :	No	Warranty Block :	No
				PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	04/19/2002	612 miles	04/19/2003	36612 miles
72/70000 SHEET METAL COVERAGE RUST THROUGH	04/19/2002	612 miles	04/19/2008	100612 miles
96/30000 FEDERAL EMISSION CATALYTIC CONV AND PCM	04/19/2002	612 miles	04/19/2010	30612 miles
64/50000 FEDERAL EMISSION	04/19/2002	612 miles	04/19/2007	50612 miles
34/70000 CALIFORNIA SELECT COMPONENT	04/19/2002	612 miles	04/19/2009	70612 miles
50/50000 CALIFORNIA EMISSIONS	04/19/2002	612 miles	04/19/2007	50612 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Latest Operation	Odometer Reading
05/17/2004	223986	#	15582 - MODULE, ELECTRONIC THROTTLE CONTROL - REPLACE	24500 miles
11/24/2003	208778	#	112882 - CABLE, PARKING BRAKE - FRONT - REPLACE	21201 miles
04/19/2002	173362	#	15490 - BODY UNIT, THROTTLE - REPLACE	8028 miles
04/18/2002	173362	#	75001 - VIP FRENCH/PCSTAGE REIMBURSEMENT	8028 miles
04/18/2002	172158	#	F1672 - SEAL, HUB DR. - REAR AXLE - BOTH - REPLACE	7838 miles
04/24/2002	201290	#	14355 - SENSOR, CRANKSHAFT POSITION - REPLACE	3566 miles

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 **Delayed Warranty Start**
P.O. Box 51850
Livonia, MI 48150

SEPTEMBER 25, 2002


SANT LOUIS, MO

NOTICE OF DELAYED WARRANTY START

Your application for Delayed Warranty Start has been approved as indicated below. Please check this information for accuracy and keep this notice for your records. In the event of a warranty claim, you may be required to present this notice to the repairing dealer. Certain deductibles may apply. Contact your GM dealer for further information.

VIN: 1GBJG31G 

DELAYED WARRANTY START MILEAGE: 612

DELAYED WARRANTY START DATE: 04-19-02

Keep this
NOTICE OF DELAYED WARRANTY START
with your vehicle records.



Sapaugh

Pontiac • Buick • GMC



P.O. Box 667 • 1507 McNitt Rd. at I-55 • Herculaneum, MO 63048-0667
St. Louis (636) 931-0055 • (636) 937-0055 • (888) 937-0055

60306	NAME DAN ARMES	DOB NO 204	2165	INVOICE DATE 11/24/04	INVENTORY
	LABOR RATE	LEASE NO R05-409	31,218	COLOR WHITE/	
IMPERIAL, MO	YEAR / MAKE / MODEL 01/CHEVROLET TRUCK/G VAN MOTORHOME	DELIVERY DATE 06/21/01		DELIVERY MILES 10	
	VIN 1GBJG316011	SALES REP/SALES NO MAX MYERS		PRODUCTION DATE	
	PT NO			DATE 11/19/04	
	COMMENTS				

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

WE WOULD LIKE TO EXTEND TO YOU OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. THIS COMPANY AND ITS EMPLOYEES ARE TOTALLY COMMITTED TO YOUR COMPLETE SATISFACTION. IF YOU DO NOT FEEL COMPLETELY SATISFIED FOR ANY REASON PLEASE CONTACT ME PERSONALLY.

THANK YOU
JOE CLEVERS
FIXED OPERATIONS MANAGER

CUSTOMER SIGNATURE

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUELEY.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTY
THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

Sapaugh

Pontiac • Buick • GMC

P.O. Box 667 • 1507 McNitt Rd. at I-55
Herculaneum, MO 63048-0667



Sapaugh

Chevrolet • Cadillac

P.O. Box 667 • 1435 McNitt Rd. at I-55
Herculaneum, MO 63048-0667



St. Louis (636) 931-0055
(636) 937-0055 • (888) 937-0055

Service Department
Monday thru Friday
7:00 A.M. thru 6:00 P.M.
Call For An Appointment



THANK YOU

[REDACTED]
Imperial Mo
[REDACTED]

December 1, 2004

Sapaugh Motors
1465 McNutt Rd,
Herculaneum, MO 63048-0667
Attn: Service Manager, Phil Hubbard

Re: Letter to Chevrolet Customer Assistance Center

Enclosed is a copy of the letter I mailed to the Chevrolet Customer Assistance Center concerning the serious problem I have had with my motor home.

I appreciate your company's effort to solve and correct the problem. However, as my letter states, I am still seriously concerned with the safety of this motor home. The next engine failure could be fatal.

I would appreciate any assistance your service department can give to the Chevrolet Customer Assistance Center in ensuring this motor home is safe to drive.

Sincerely,

[REDACTED]

Chevrolet-Sapaugh

CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)

7001 1140 0001 0752 6238

DETROIT MI 48232

Postage	\$ 16.60
Certified Fee	\$ 2.30
Return Receipt Fee (Endorsement Required)	\$ 1.75
Restricted Delivery Fee (Endorsement Required)	\$ 0.00
Total Postage & Fees	\$ 20.65

9652
06
Postmark
Here

12/02/2004

Send To
Chevrolet Customer Assistance
 Street, Loc. No. or PO Box No. **PO Box 33170**
 City, State, ZIP+4 **Detroit MI 48232-5170**

- Complete forms 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
Chevrolet Customer Assistance Center
PO Box 33170
Detroit MI
48232-5170

A. Signature *The Fisher* Agent Addressee

B. Received by (Printed Name) _____ C. Date of Delivery **DEC 2 2004**

D. Is delivery address different from item 1? Yes No
 If YES, enter delivery address below: _____

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number (Transfer from service label) **7001 1140 0001 0752 6238**



12/17/04

Received call from Chevrolet
Customer Service

Paula Taylor
866-952-4368
Ext 57291

She received my letter. She stated
the fix has been made. We will
just have to wait and see if
this fix corrected the problem.

She gave me a service #

1-888-706613 if problem
occurs again.

She stated she has no record of this
being a problem for Chevrolet.
I asked her to research. I told
her of the danger on low power outlets.
She would research & call back by 1/15.



www.sprintrelay.com

Your Total Relay Solution™

[REDACTED]
Imperial, MO
[REDACTED]

February 7, 2005

Chevrolet
P.O. Box 33170 48232
Detroit, Michigan 48232-5170
Attn: Reimbursement and Claims

Re: Request for Reimbursement
Case Number [REDACTED]

I am requesting a reimbursement of expenses occurred while the motor home listed below was inoperative and being serviced by Jack Wilson Chevrolet, 2255 U.S. South, St. Augustine, Florida.

2001 Chevrolet Truck/Express RV Cutaway, used to complete a 2002 Coachmen Motor Home.

The engine failed again, this was the fifth time the engine failed due to a sensor/module making the motor home undrivable. This condition causes a very unsafe and dangerous condition for us and anyone else near us when there is an engine failure.

Because we were traveling in a motor home, and the motor home was unavailable to us, we had to find other living and eating accommodations.

The expenses were:

Three nights, Hampton Inn, St. Augustine, FL
Sandwiches, purchased Food Lion
Feddler's Green Restaurant
Schooner's Seafood Restaurant
Schooner's Seafood Restaurant

Total

I am requesting reimbursement of the above expenses. Copy of bill [REDACTED]

February 7, 2005, Request for Reimbursement

Enclosed is a copy of the service work order from Jack Wilson Chevrolet and a copy of the service history of the above Chevrolet.

I appreciate your consideration in this matter.





Customer Assistance Center
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-6170

April 7, 2005

[REDACTED]
Imperial, MO [REDACTED]

Service Request: 1-324440907
Customer Relationship Manager: Robbie Bristol

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2001 Chevrolet Express, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$438.51. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmLink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

IMPERIAL, MO

February 18, 2005

**BBB Auto Line
Council of Better Business Bureaus, Inc
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804**

Re: Request for Refund or Replacement

Company Involved:

**Chevrolet Division, General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170
Phone 1-866-952-4368**

**Item Involved: 2001 Chevrolet Cutaway RV Express Cutaway 12300 GVW
Vin Number: 1GBJG31G011
Final Product: 2002 Coachmen 22RK Motor Home
Delayed Warranty Start Mileage: 612
Delayed Warranty Start Date: April 19, 2002**

Chevrolet Service Request Number: 1-288706613

I am requesting either a refund or replacement of the above vehicle from Chevrolet.

The engine has had five major breakdowns, making the motor home dangerous and unsafe to drive.

On each occasion, the engine has gone into the "low power mode." This means the engine will only move the motor home at a top speed of 5 to 10 miles per hour.

The situation of not having sufficient power was very dangerous. We have lost power while driving on a two lane highway with no shoulders at night time. Twice we lost power on a very busy street. Once we lost power just after climbing a high hill. Any of these situations could have been dangerous or fatal to us or other individuals driving on these roads.

The engine failure is related to the fuel system. Sensors or modules controlling the fuel system and the acceleration and speed of the motor home have been failing.

The Motor Home was purchased new from Howard Motor Homes, St. Louis, Missouri on April 19, 2002. The mileage was 612. Chevrolet's three year warranty began this date. The mileage warranty was adjusted to 36,612 miles.

The history of major repairs completed by Chevrolet that were necessary to return the vehicle to normal operating conditions were:

June 24, 2002	3,566 miles,	Sensor, crankshaft replaced
September 18, 2002	8,028 miles,	Body unit, throttle replaced
May 17, 2004	24,500 miles	Module, Electronic Throttle Control replaced
November 19, 2004	31,218 miles	Wiring and/or Connector -Fuel System repaired or replaced
January 11, 2005	32,333 miles	Module, Electronic Throttle Control replaced

The Service Invoice from Sepaugh Chevrolet dated 11/24/04 indicates Chevrolet is aware of the low power problem. A section of the invoice states: "spoke with Mark Bowman case 7808459 and was told they have internal PI to solder all TP sensors terminals at TP sensor —TAC suggested to solder all TP sensor terminals at TP sensor, they have internal bulletin on this concern for reduced engine power."

On each of the above repairs, I was assured the engine had been properly repaired and I would not experience any more problems.

Chevrolet's Customer Service Response

On December 1, 2004 I wrote to Chevrolet Customer Assistance Center listing the problems with the engine. In the letter I requested their engineering department review the repair data to ensure that I would not have another dangerous "low power" situation.

On December 13, 2004 I received a phone call from Paula Taylor, Chevrolet Customer Assistance, phone number 866-952-4368, extension 57291. She stated their records indicated the problem had been fixed. I would just have to wait and see if the fix actually corrected the engine problem.

She gave me service number 1-288706613 for any future references for this problem.

The fifth engine failure occurred 1,115 miles after the last fix. We had just driven from St. Louis, Missouri to St. Augustine, Florida. The motor home was towed to Jack Wilson

Chevrolet for repairs. After the fifth engine failure, I talked to a Miss Jenkins of Chevrolet Customer Assistance, 866-952-4368, extension 58667 on January 12, 2005. Miss Jenkins did follow up to ensure Motor Home's engine was repaired. I asked her to research the engine's problems.

On January 26, 2005, Miss Jenkins called to ensure the work was completed. She was closing out the file. I told her I was very dissatisfied with the Chevrolet truck. I informed her I considered the motor home (because of the engine failures) to be very unsafe for me and my wife and for other drivers on the road. There is no way to predict when the engine will fail. Being on the road when an engine fails is very dangerous. This condition could be life threatening.

On February 3, 2005 I received a letter from Chevrolet Customer Assistance Center acknowledging my dissatisfaction with my Chevrolet. The letter recommended I contact the Better Business Bureau's BBB Auto Line.

To this date, Chevrolet has not resolved this issue of an unsafe, dangerous engine.

SUMMARY: The above engine has had five major failures in 32,333 miles. Each instance could have resulted in serious personal injury or death. Chevrolet has acknowledged problems with this engine in their internal bulletins as mentioned in the invoice dated 11/24/04, but offer no permanent solution.

RECOMMENDATION: Either the purchase price of the Chevrolet Cutaway RV Van be refunded or be replaced.

Sincerely,

A large black rectangular redaction box covering the signature area of the letter.

Encl: GM Vehicle Inquiry System Summary, dated 2/9/05, 2 pages
Service Invoice, Jack Wilson Chevrolet, dated 1/13/05 2 pages
Letter to Chevrolet Customer Assistance Center dated 12/1/05
Service Invoice, Sapang Chevrolet, dated 11/24/04, 2 pages
Letter, Chevrolet Customer Assistance Center, dated 2/3/05, 1 page
Service Invoice, Sapang Chevrolet, dated 9/20/02



BBB AUTO LINE
4200 Wilson Boulevard, Suite 600
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

March 3, 2005

Re: CCI CHV0565131 :Sandknop vs Chevrolet Motor Division 1GBJG31G [REDACTED]

[REDACTED]
IMPERIAL, MO [REDACTED]

Dear [REDACTED]

We would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after a thorough review of the claim you submitted, it has been determined that your claim is ineligible for arbitration because your vehicle exceeds the age requirements set out in the manufacturer's *Program Summary*.

If you have any questions, you may contact me at 800.955.5100.

Sincerely,

Carolya Hill at Extension 509
CC: Aja Wilson

[REDACTED]
Imperial, MO [REDACTED]

Phone [REDACTED]

Cell [REDACTED]
[REDACTED]

September 26, 2006

National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, D.C. 20590

Enclosed for your information is:

Completed Owner's Questionnaire

Eight Chevrolet's Service Reports attempting to resolve engine stall

Statement dated August 28, 2006, Summary of Performance, Unsafe at Any Speed

Statement dated August 27, 2006, Reduced Engine Power on Repeating Basis

Letter to Chevrolet Customer Assistance Center, dated December 1, 2004,
Re: Help in Resolving Problem

Copy hand written note of conversation between Chevrolet and Thomas Sandknop stating "no record of being a problem for Chevrolet."

Letter to Chevrolet dated February 7, 2005: Request for Reimbursement
And reply form Chevrolet dated April 7, 2005

Letter to BBB Auto Line dated February 18, 2005; RE: Request for refund or
Replacement and reply from BBB Auto Line dated March 3, 2005

Letter from Chevrolet Customer Service Center, Service Request 1-288706613,
dated March 17, 2005 copy of GM Extended Protection Plan

Thank you for your consideration in this matter,

[REDACTED]
National Highway



Customer Assistance Center
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-8170

March 17, 2005

[REDACTED]
Imperial, MO [REDACTED]

Service Request [REDACTED]
Customer Relationship Manager: Aja Wilson

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2001 Chevrolet Express, Vehicle Identification Number IGBJG31G011 [REDACTED], is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on March 14, 2005 and ending on March 14, 2009, and begins with 32,333 and ends with 80,333 odometer miles
- Standard rental
- A \$50.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mymalink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Vehicle Ident. No.
1GBJG31G

VALUE GUARD

Your Plan expires at the expiration date or the expiration mileage noted on your Coverage Agreement.

Welcome and thank you for selecting the GM Protection Plan.

As a valued customer, you have chosen to put your trust in us. And like trusted friends, our goal is to be there for you when you need us most.

This booklet is your GM Protection Plan Agreement. Please spend a moment reviewing the Agreement to ensure the following items are identified:

- Name and Address
- Vehicle Identification Number (VIN)
- Deductible (if any)
- Time/Mileage length of your plan
- Expiration date and expiration miles of your plan

If any of the above information appears incorrectly, or if you have any questions regarding your coverage, please call us at 1-800-631-5590, Monday - Friday, 8:00 a.m. - 5:00 p.m. local time.

Sincerely,

GM Protection Plan

GENERAL MOTORS PROTECTION PLAN

P.O. Box 6855
Chicago, Illinois 60680-6855
(800) 631-5590

VALUE GUARD COVERAGE

48 Months or 45,000 Miles

AGREEMENT
REFERENCE NUMBER:

814359144

AGREEMENT HOLDER:

IMPERIAL, MO

COVERED VEHICLE NUMBER:

1GBJG31G

	Agreement Expiration Date:	Agreement Expiration Mileage:	Agreement Deductible:
VG	03/11/2009	80,339	\$50

(VG) VALUE GUARD coverage starts on the date you purchase this agreement and ends on 03/11/2009 or at 80,339 miles, whichever occurs first.

This Agreement is between the Agreement Holder identified above ("YOU" or "YOUR") and the Provider, GMAC Service Agreement Corporation ("WE", "US", or "OUR"), and includes the terms of YOUR Contract Registration.

September 21, 2006

Repair Invoice

As of August 28, 2006 - 2001 Chevrolet Van Cut aWay Van, 3500, Coachmen Motor, with 8.1 Liter Engine has been at :

Sapaugh Chevrolet
1507 McNutt Rd
Herculaneum, MO 63048
636-931-0055
636-937-0055

As of this date, Motor Home is still at the above dealer. The dealer is working with General Motors to determine the cause of the engine failure.

No Completed Work Repair Invoice is available.



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).