

[REDACTED]

October 13, 2006

Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

2006 OCT 17 PM 2:15

Dear Sirs or Madam:

As I am writing this letter, my 2006 Chevrolet Monte Carlo serial number 2G1WL16C769 [REDACTED] is at my local dealer, Pete Moore Chevrolet for a seat belt and no air bag issue. I have counted that my car has been at the dealer 6 times that warranty claims were filed. Other occurrences when the light first came on happened and diagnostics were run with no problem found. This is my third Monte Carlo that I have purchased from Pete Moore Chevrolet. I purchased the Monte Carlo because of the safety features and the Onstar system. When the air bags quit functioning, it also causes an issue where my car cannot contact Onstar. With as much problems as I have had with this car, I have lost trust with it. The Onstar system has been completely replaced once, the air conditioner has been replaced once, the keyless entry system has been replaced and reprogrammed numerous times and also there has been an issue with the traction control system not functioning. I feel this car more than qualifies for the lemon law and we would like Chevrolet to purchase this vehicle back so we can purchase another Monte Carlo. This is our request for arbitration on this vehicle. I feel this car has underlining electrical issues that can not be repaired.

Thank you

[REDACTED]

CC; Administrator, NHTSA
Department of Agriculture, Lemon Law Arbitration

WAC
aac
10/18/06



BBB AUTO LINE CLAIM INTAKE FORM

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CLAIM INTAKE

Information Summary

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<<<< Back

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Up Next:

- FINISHED!

Claim Information

Please review the information below for accuracy. If there is a problem, use the back buttons to navigate and correct.

Personal Information

Name

Primary Phone

Evening Phone

Cell Phone

Email

Street

City Milton

State Florida

Zip

Previously Filed Complaint No

Vehicle Information

Make Chevrolet

Model Monte-Carlo SS

Year 2006

Purchase / Lease date 01/27/2006

In your possession? Yes

Miles or Kilos 136889

Titled to a Business? No

% Used for Business 0

Titled to Individual

Original Miles 41

Owned or Leased Purchased

First Repair Date 02/07/2006

Mileage at first repair 1754

Are you the titled owner? Yes

Titled owner?

Number of vehicles owned/leased

Purchased as New

Dealer Information

Last servicing dealership Pete Moore Chevrolet

Serving dealership address 103 New Warrington Rd

Servicing dealership city Pensacola

Servicing dealership state Florida

Selling dealership Pete Moore Chevrolet

Dealership address 103 New Warrington Rd

Dealership city Pensacola

Dealership state Florida

Vehicle Issues

#	Issue	Still Exist?	Repair Attempts	#	Issue	Still Exist?	Repair Attempts
1	Air Bags and Seat belt in-op	Yes	6	6			
2	Keyless Entry	Yes	6	7			
3	Air Conditioner	No	1	8			
4	Onstar System	No	1	9			
5				10			

Arbitration Preferences

Desired outcome I would like Chevrolet to purchase this vehicle back in full so I can replace it with another Carlo



<<<< Back

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GM Vehicle Inquiry System Summary

ry - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract
Warranty Block - Branded Title

Help

VIN :	2G1WL16C769
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VEHICLE INFORMATION

VEHICLE INFORMATION

Merchandising Model :	1WL27 -2006 MONTE CARLO SS COUPE	Warranty Start Date :	01/27/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA , FL 32523-8848 (850) 456-7000	Selling Source :	13 - CHEVROLET				
		Site Code :	24006				
		Business Associate Code :	112629				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	05122	BRAKE SYSTEM PERFORMANCE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: www.onstarenrollment.com or (888) ONSTAR1 (888)667-8271		
XM Equipped	Yes	XM Radio ID	M0NYD0WL	XM Status	Active	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	01/27/2006	41 miles	01/27/2009	36041 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	01/27/2006	41 miles	01/27/2012	100041 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/27/2006	41 miles	01/27/2014	80041 miles
36/36000 FEDERAL EMISSION	01/27/2006	41 miles	01/27/2009	36041 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/27/2006	107905	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	13689 miles
09/07/2006	106957	#	N1730 - BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE - REPLACE	12021 miles

<https://www.autopartners.net/apps/gmvis/gmvis/main/Summary>

10/7/2006

08/29/2006	106565	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11618 miles
08/15/2006	105846	#	D4440 - COMPRESSOR ASSEMBLY - REPLACE	11089 miles
08/15/2006	105846	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11089 miles
07/11/2006	104032	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	9285 miles
07/11/2006	104032	#	B5490 - STRIKER, REAR COMPARTMENT LID LOCK - REPLACE	9285 miles
06/08/2006	102439	#	N1730 - BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE - REPLACE	7263 miles
06/08/2006	102439	#	Z7907 - COURTESY TRANSPORTATION - PARTS NOT AVAILABLE	7263 miles
05/31/2006	101898	#	R5126 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC	6908 miles
05/30/2006	101898	#	C8817 - MODULE, SDM (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) - R	6908 miles
05/30/2006	101898	#	R5140 - MODULE, VEHICLE INTERFACE UNIT VIU/VCIM - REPLACE	6908 miles
05/30/2006	101898	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	6908 miles
05/09/2006	100884	#	C8870 - MODULE ASSEMBLY, INFLATABLE RESTRAINT PASSENGER SEAT SUPPR	6376 miles
05/09/2006	100884	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	6376 miles
05/09/2006	100884	#	R0942 - SPEAKER, RADIO - FRONT DOOR - RIGHT - REPLACE	6376 miles
05/09/2006	100884	#	Z7907 - COURTESY TRANSPORTATION - PARTS NOT AVAILABLE	6376 miles
04/14/2006	003338	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	5079 miles
03/07/2006	W01279	#	R4480 - RECEIVER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	3173 miles
03/07/2006	W01279	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	3173 miles
03/07/2006	W01279	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	3173 miles
03/07/2006	W01279	#	Y0067 - SB 05122 - CUSTOMER SATISFACTION PROGRAM - BRAKE SYSTEM PE	3173 miles
03/07/2006	W01279	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	3173 miles
02/07/2006	099833	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	1754 miles
10/31/2005	A00325	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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GM Vehicle Inquiry System Claim History

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

Help

VIN :	2G1WL16C769
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CLAIM HISTORY

Repair Order Date :		09/27/2006		Repair Order Number :		107905		Odometer Reading :		13689 miles	
Serviced By :		MODEL ELECTRONICS 318 ROOSEVELT SPRING VALLEY, NY 10977				Selling Source :			45 - A/C DELCO		
						Site Code :			19050		
						Business Associate Code :			192106		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
10/06/2006	732	01	#	N4187 - INSTRUMENT CLUSTER- ASSEMBLY RETURN TO AC DELCO ESC				19116117			Y

Repair Order Date :		09/07/2006		Repair Order Number :		106957		Odometer Reading :		12021 miles		
Serviced By :		PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET				
						Site Code :		24006				
						Business Associate Code :		112629				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
09/29/2006	730	01	#	N1730 - BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE - REPLACE				15803180 - BLOCK				N

Repair Order Date :		08/29/2006		Repair Order Number :		106565		Odometer Reading :		11618 miles	
Serviced By :		PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET			
						Site Code :		24006			
						Business Associate Code :		112629			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
09/15/2006	726	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION				N/A			<u>Y</u>

Repair Order Date :		08/15/2006	Repair Order Number :		105846 :	Odometer Reading :		11089 miles
Serviced By :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET	
					Site Code :		24006	

<https://www.autopartners.net/apps/gmvis/gmvis/main/ClaimHistory?languageSelected=EN&VIN=2G1W...> 10/7/2006

				Business Associate Code :		112629
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/29/2006	721	01	#	D4440 - COMPRESSOR ASSEMBLY - REPLACE	89018517 - COMPRESSO	N
08/29/2006	721	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	Y

Repair Order Date :		07/11/2006	Repair Order Number :		104032	Odometer Reading :		9285 miles	
Serviced By :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET		
					Site Code :		24006		
					Business Associate Code :		112629		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
07/21/2006	710	01	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	15912860 - TRANSMITT	N
07/21/2006	710	02	#	B5490 - STRIKER, REAR COMPARTMENT LID LOCK - REPLACE	10327301 - STRIKER	N

Repair Order Date :		06/08/2006	Repair Order Number :		102439	Odometer Reading :		7263 miles
Serviced By :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET	
					Site Code :		24006	
					Business Associate Code :		112629	

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/15/2006	717	01	#	Z7907 - COURTESY TRANSPORTATION - PARTS NOT AVAILABLE	N/A	Y
08/04/2006	714	01	#	N1730 - BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE - REPLACE	15803180 - BLOCK	Y

Repair Order Date :		05/31/2006	Repair Order Number :		101898	Odometer Reading :		6908 miles
Serviced By :	AUTOCRAFT ELECTRONICS 1612 HUTTON DR STE 120 CARROLLTON, TX 75006				Selling Source :		45 - A/C DELCO	
					Site Code :		10829	
					Business Associate Code :		192098	

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
06/09/2006	698	01	#	R5126 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC	89047030	Y

Repair Order Date :		05/30/2006	Repair Order Number :		101898	Odometer Reading :		6908 miles
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Served By :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000			Selling Source :		13 - CHEVROLET	
				Site Code :		24006	
				Business Associate Code :		112629	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Comment
06/09/2006	698	01	#	C8817 - MODULE, SDM (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) - R		15292056 - MDL SEN	N
06/09/2006	698	02	#	R5140 - MODULE, VEHICLE INTERFACE UNIT VIU/VCIM - REPLACE		N/A	N
06/09/2006	698	03	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A	Y

Repair Order Date :		05/09/2006		Repair Order Number :		100884		Odometer Reading :		6376 miles	
Served By :		PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET			
						Site Code :		24006			
						Business Associate Code :		112629			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part			Comments	
06/13/2006	699	04	#	Z7907 - COURTESY TRANSPORTATION - PARTS NOT AVAILABLE			N/A			Y	
06/02/2006	696	01	#	C8870 - MODULE ASSEMBLY, INFLATABLE RESTRAINT PASSENGER SEAT SUPPR			19123520 - MODULE KI			N	
06/02/2006	696	02	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE			15859331 - TRANSMITT			N	
06/02/2006	696	03	#	R0942 - SPEAKER, RADIO - FRONT DOOR - RIGHT - REPLACE			10352545 - SPEAKER			N	

Repair Order Date :		04/14/2006		Repair Order Number :		003338		Odometer Reading :		5079 miles		
Served By :		PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET				
						Site Code :		24006				
						Business Associate Code :		112629				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
05/19/2006	692	01	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE				15859331 - TRANSMITT				N

Repair Order Date :		03/07/2006		Repair Order Number :		W01279		Odometer Reading :		3173 miles	
Served By :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000					Selling Source :		13 - CHEVROLET			
						Site Code :		24006			
						Business Associate Code :		112629			

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/28/2006	677	01	#	R4480 - RECEIVER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	15857831 - RECEIVER	N
03/21/2006	675	01	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	Y
03/21/2006	675	03	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N
03/21/2006	675	04	#	Y0067 - SB 05122 - CUSTOMER SATISFACTION PROGRAM - BRAKE SYSTEM PE	N/A	N
03/21/2006	675	05	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	15859331 - TRANSMITT	N

Repair Order Date :		02/07/2006		Repair Order Number :		099833		Odometer Reading :		1754 miles		
Serviced By :		PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET				
						Site Code :		24006				
						Business Associate Code :		112629				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
02/10/2006	664	01	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE				N/A				N

Repair Order Date :		10/31/2005		Repair Order Number :		A00325		Odometer Reading :		0 miles	
Serviced By :		PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA, FL 32523-8848 (850) 456-7000				Selling Source :		13 - CHEVROLET			
						Site Code :		24006			
						Business Associate Code :		112629			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
11/04/2005	636	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME				N/A			N

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GM Vehicle Inquiry System Delivery Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#)
[Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	2G1WL16C769
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IN-SERVICE INFORMATION

In-Service Information Not On file

DELIVERY INFORMATION

Delivery Date :	01/27/2006	Delivery Type :	010 - RETAIL/INDIVIDUAL	Delivered Odometer :	41 miles
Delivering Dealer :	PETE MOORE CHEVROLET, INC. PO BOX 18848 PENSACOLA , FL 32523-8848 (850) 456-7000			Delivery Selling Source :	13 - CHEVROLET
				Delivery Site Code :	24006
				Business Associate Code :	112629

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