



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

2007 FEB 27 AM 9:40
05-FEB-2007

Repository ☐

Reference No.
10181715

OWNER INFORMATION (Type or Print)

Name

Address

City

PALOS HILLS

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide information to the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 2/14/07

☒ YES

☒ NO

VEHICLE INFORMATION

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

2G1WX15K629

Make

CHEVROLET

Model

MONTE CARLO

Model Year

2002

Date Purchased
03-OCT-01

Dealer's Name and Telephone Number
RIZZA CHEVROLET 708-594-9090

where being repaired

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

BRIDGEVIEW

State

IL

Zip Code

60455

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-FEB-2007

Failure Mileage

50000

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: 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

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

0

Number of Deaths

0

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).

TL *- THE CONTACT OWNS A 2002 CHEVROLET MONTE CARLO. ON FEBRUARY 3, 2007 THE CONTACT STARTED THE VEHICLE, THEN TURNED IT OFF QUICKLY AFTER REALIZING SHE HAD FORGOTTEN SOMETHING IN HER HOME. THE CONTACT WENT BACK INSIDE THE HOME, THEN RETURNED TO THE VEHICLE. THE CONTACT STARTED THE VEHICLE A SECOND TIME AND HEARD AN EXPLOSION COMING FROM UNDER THE VEHICLE LOUD ENOUGH THAT THE NEIGHBORS CAME AND OFFERED ASSISTANCE. WHILE INSIDE THE VEHICLE THE CONTACT SENSED SMOKE. THE CONTACT'S HUSBAND OPENED THE HOOD AND WITNESSED A FIRE COMING FROM THE ENGINE. THE CONTACT'S HUSBAND USED A FIRE EXTINGUISHER TO PUT OUT THE FIRE. THE VEHICLE WAS TRANSPORTED TO THE RIZZA CHEVROLET 8200 SOUTH HARLEM AVE, BRIDGEVIEW IL 60455, TEL 708-594-9090 FOR SERVICE. THE CONTACT FILED A COMPLAINT WITH GMC #71-478219613, AND WAS TOLD TO WAIT 48 HOURS FOR AN AGENT TO BE ASSIGNED TO THE CASE. THE CONTACT NOTED THAT THERE WAS A RECALL ON THE 2000 MONTE CARLO MODELS FOR SIMILAR PROBLEMS, AND THIS VEHICLE SHOULD BE INCLUDED IN THE RECALL. *A

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)

The typed narration is accurate. Gm agreed to accept liability to have car fixed. I have attached receipts given to me.

I Also attached a note I sent to Corporate Gm to explain problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

BEDFORD PARK IL 60018

19 FEB 2007 PM 4 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

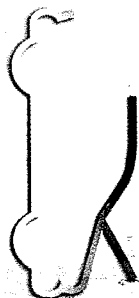
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CHEVROLET
ATTN: CUSTOMER SERVICE - URGENT!

FAX: 866-962-2868

CASE NUMBER: 71-478219613

I am writing in response to a serious issue that occurred regarding my 2002 Monte Carlo SS on Saturday afternoon.

The last time I drove the car was on Friday, February 2, 2007. The car is garage-kept and the garage is connected to our home, a tri-level. On Saturday afternoon, at approx. 2:30 PM, I entered the car and started the engine. The car started somewhat sluggishly; however, I attributed this to the cold weather. Once the car started, I realized that I had forgotten an item in the house. I turned the car off and went back into my home to retrieve the item. I returned to the car and proceeded to start the car. This time when I started the car, a loud explosion (louder than a backfire) occurred. My husband was inside the house and he ran out to see what happened. My next door neighbors (who were inside the house) also heard the sound. I smelled a burning odor and my husband carefully opened the hood to find smoke. After looking into the area, he saw a fire and immediately ran and retrieved an extinguisher out of his car. He sprayed the engine with the extinguisher and put out the fire. I then contacted a tow truck to get the car out of our garage and be transported to the service dealer, Rizza Chevrolet in Bridgeview, IL. I am thankful that the fire did not start inside our garage and start our home on fire, or injure us. I am a professor at Saint Xavier University and am also happy to know this did not happen in our parking lot at work around other students and their cars.

This morning I contacted GM Customer Service to establish a case number. I explained what happened and how fearful I was for my safety. I had done nothing to the car to create this explosion. This is not a maintenance issue. The car has approx., 50,000 miles on it. The service department of the dealership contacted my husband this afternoon and thus far, explained that the car needs to have the intake manifold replaced, along with ignition wires. At this point the cost is 805.00 and possibly more after they get the car to start again. I was told this afternoon from the GM Customer Service area that an agent would be assigned to review and get back to me within 48 hours. Meanwhile, the service dealer is waiting to get an okay from me to repair the car. I would like GM to agree to pay for these repairs since I do not feel that this is normal; nor, was this an issue within my control. I also found a recall that was sent out in 2004 that related a similar issue on the 2000 Monte Carlo SS with the same V6 engine as I have. The Campaign Number is 04V090000 - Dated: 2004-February-24. I was intrigued to find that the consequences of this recall followed my own situation.

I have considered acquiring a lawyer, if necessary. However, I would like to resolve this issue in an appropriate manner asap. I have owned three previous GM cars, all bought new. My father worked for GM and retired after 30 years. I would expect GM to stand behind the workmanship and safety of their products.

I can be reached at [REDACTED] daytime and [REDACTED] evening.

Thank you,
[REDACTED]

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).