



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 2008 FEB 14 AM 8:59  
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

28-JAN-2008

Reference No.  
10216308

OWNER INFORMATION (Type or Print)

Name

Address

City POCA

State WV

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 \_\_\_\_/\_\_\_\_/\_\_\_\_

VEHICLE INFORMATION

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

2G1WW12E449

Make

CHEVROLET

Model

MONTE CARLO

Model Year

2004

Date Purchased  
05-JUN-04

Dealer's Name and Telephone Number  
CO MOTORS 304-727-2921

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

ST ALBANS

State

WV

Zip Code

25177-0111

Transmission Type

Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

~~05 JUN 2007~~  
2005

Failure Mileage

9000

Failure Speed

45

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: DOTM9ABC036)

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

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 2004 CHEVROLET MONTE CARLO. WHILE DECELERATING FROM 45 MPH, THE BRAKES FAILED. THE CONTACT LOST CONTROL OF THE VEHICLE AND STRUCK A GUARDRAIL. THERE WERE NO INJURIES. THE DEALER CLEANED THE ROTORS AND BRAKES; HOWEVER, THE VEHICLE CONTINUED TO HESITATE WHEN ATTEMPTING TO STOP. THE MANUFACTURER STATED THAT THE DEALER SHOULD DIAGNOSE THE FAILURE. THE CURRENT MILEAGE WAS 31,498 AND FAILURE MILEAGE WAS 9,000.

We did not hit a guardrail the brakes failed, but right brake worked and pulled to the right. The first time was in 2005. The dealer said there was nothing wrong. The second time was 2007. They machined the rotors. Now they are doing the same thing. When you hit the pedal the pedal is pulsating.

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 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)**

We did not hit a guardrail. The brakes did not work. The right brake caught and pulled us to the right. We did not hit anything. The reason I reported it is in case other people have had the same problem. The rotors should not have been warped at 24,000 miles. Now they are pulsating again and you can look through the wheel and see grooves in the rotors.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

CHARLESTON WV 253

04 FEB 2008 PM 1 T

NO POSTAGE  
NECESSARY  
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**BUSINESS REPLY MAIL**

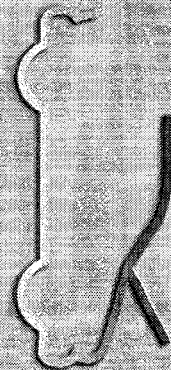
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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



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



**If so:  
Use the enclosed form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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



THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXAMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).