



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: 30-SEP-2008  
Repository:   
Reference No.: 10244015

**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: SHADYSIDE State: OH 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: 10/21/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2GIWW12E319  
Make: CHEVROLET Model: MONTE CARLO Model Year: 2001  
Date Purchased: 2/28/01 Dealer's Name and Telephone Number: STAFFILINO CHEV. 740-633-1114  
Original Owner:  Dealer's City: MARTINS FERRY, OH State: OH Zip Code: 43935 Engine: No. Cylinders: 6 Fuel Type: GASOLINE  
Transmission Type: Auto Antilock Brakes:  Powertrain: FWD  
Cruise Control:  Vehicle Component Code: 010000 STEERING  
Multiple Failure: SEE ATTACHED INVOICES

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 28-APR-2007 Failure Mileage: 37902 Failure Speed: 0  
3- (2ND FAILURE)  
THIS STEERING SHAFT APPEARS TO BE AN ONGOING PROBLEM

**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: 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 2001 CHEVROLET MONTE CARLO. THE CONTACT NOTICED THAT THE STEERING COLUMN WAS EXTREMELY LOOSE AND HE HEARD A GRINDING METAL NOISE. HE TOOK THE VEHICLE TO A DEALER ON TWO OCCASIONS AND THEY REPLACED AND LUBRICATED THE STEERING SHAFT TWICE. ONE YEAR LATER, THE FAILURE RECURRED WITH THE STEERING SHAFT. THE CONTACT IS IN THE PROCESS OF HAVING AN IDENTICAL REPAIR MADE TO THE VEHICLE. THE MANUFACTURER DID NOT ASSIST. THE FAILURE MILEAGE WAS 37,902 AND CURRENT MILEAGE WAS 49,000.

ANYTHING PERTAINING TO STEERING SHOULD BE A SAFETY FACTOR. I AM A BELIEVER IN "MURPHY'S LAW"

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.

SHADYSIDE

OH

\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/20/03	01	CHEV	MONTC	2G1WW12E319	769715	18334	18934	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
01/01/01		12	00:00				10/16/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
59114								1

REPAIR LINE 001

SHAFT, STEERING INTERMEDIATE R&R AND LUBED AS PER BULLETIN - OK.  
 Bill Code - W9

E7700	SHAFT, STEERING IN	71	34.97
	Total Labor		34.97
	1		8.47
	Total Parts		8.47
	Total Line		43.44

26098237

PLEASE NOTE:

VEHICLE WAS 2 1/2 YRS. OLD AT THIS TIME  
 & THIS SERVICE WAS DONE UNDER WARRANTY



## AN AMERICAN REVOLUTION



# Goodwrench

THIS WAS THE 1ST PROBLEM W/ THIS  
 STEERING SHAFT. HAS NOISE WHEN BRAKING,  
 TURNING & ACCELERATING FROM A STOP

Thank you for allowing us the opportunity to service your vehicle. Our goal from the moment your service visit began was for you to be a "Completely Satisfied" customer!

Within the next week or so you may receive a Service Satisfaction Survey from General Motors. Anything less than a score of "Completely Satisfied" means we have failed and we do not want to fail you, our customer!

All of us at Staffilino Chevrolet would like to say "Thank You" in advance for taking a few moments of your time to complete your survey.

Mark Flores  
 Service Manager

Chris McVicker  
 Collision Manager

Kevin Uhrich  
 Parts Manager

**Disclaimer of Warranties**  
 Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty. 1 year 12,000 miles parts and labor on installed GM parts.

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER SIGNATURE	CUSTOMER PAY



1012 Lafayette Ave.  
Moundsville, WV 26041  
(304) 845-1770  
Fax (304) 845-1792

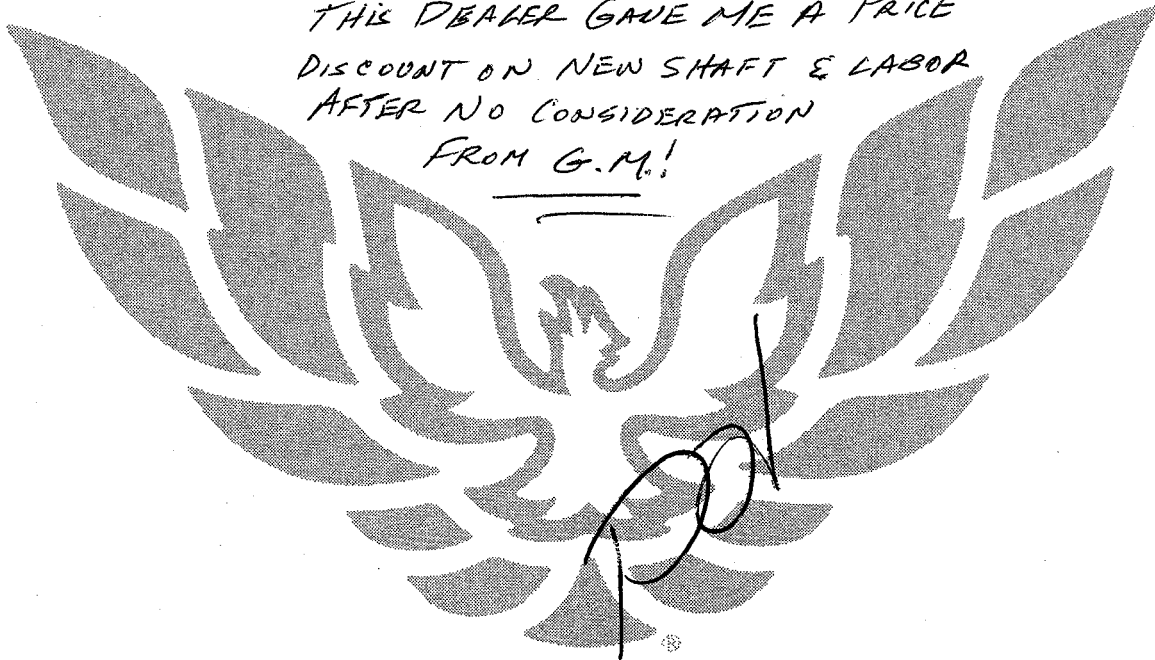
R/O	VIN			DATE IN
21735	2 G 1 W W 1 2 E 3 1 9			04/03/07
YEAR	MAKE	MODEL	COLOR	TIME IN
2001	CHEV	MONTECARLO		08:40
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED
37902	37902	00/00/00	SHADYSIDE OH	04/03/07
SEE ALSO	H: - W: -			WRITER
				DUKE

(1) CHECK FOR CLUNKING NOISE IN STEERING  
REPLACE STEERING SHAFT

Labor	T04	25.00
10376429 (SHAFT)	1	86.69
Total Labor		25.00
Total Parts		86.69
Total Repair (Customer)		111.69

(04-8731 FRANK-C184413) A

*THIS DEALER GAVE ME A PRICE  
DISCOUNT ON NEW SHAFT & LABOR  
AFTER NO CONSIDERATION  
FROM G.M.!*



*THIS WAS THE 2<sup>ND</sup> TIME FOR THIS PROBLEM  
W/ STEERING SHAFT. HAD THE SAME LOOSE SYMPTOMS  
AS THE 1<sup>ST</sup> TIME. ALSO NOTE ONLY 19,000 MILES LATER.*

<p><b>DISCLAIMER OF WARRANTIES</b> Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>		<p><b>TERMS</b> No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.</p>	<p>W C</p>	<p>INT.</p>	<p>CUSTOMER</p> <table border="1"> <tr><td>Labor</td><td>25.00</td></tr> <tr><td>Parts</td><td>86.69</td></tr> <tr><td>Sublet</td><td>.00</td></tr> <tr><td>Shop Supply</td><td>.00</td></tr> <tr><td>Oil/Grease</td><td>.00</td></tr> <tr><td>Sub Total</td><td>111.69</td></tr> <tr><td>Tax</td><td>6.70</td></tr> <tr><td>Total (Cash)</td><td>118.39</td></tr> </table>	Labor	25.00	Parts	86.69	Sublet	.00	Shop Supply	.00	Oil/Grease	.00	Sub Total	111.69	Tax	6.70	Total (Cash)	118.39
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<p>Page 1 of 1 Job 21735 <b>21735 Customer Copy</b></p>																					

AUTOSOFT FORMS 1-877-487-4387





1012 Lafayette Ave.  
Moundsville, WV 26041  
(304) 845-1770  
Fax (304) 845-1792

R/O 27965	VIN 2 G 1 W W 1 2 E 3 1 9			DATE IN 10/09/08
YEAR 2001	MAKE CHEV	MODEL MONTECARLO	COLOR SANDRIFT	TIME IN 01:04
MILES IN <del>47800</del> 49105	MILES OUT <del>47800</del> 49105	FIRST USE 00/00/00	LISC.	CLOSED 10/09/08
SEE ALSO	SHADYSIDE OH			WRITER 4799 JIM
H: (		W:		

(1) REPLACE STEERING SHAFT

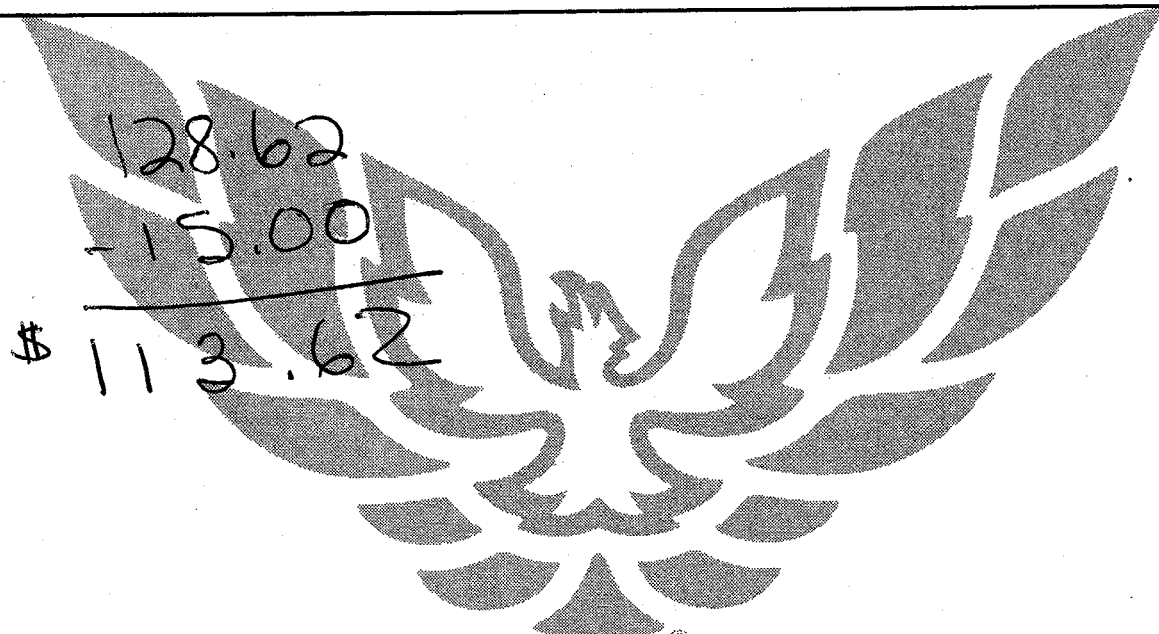
Labor	T03	32.50
19179922 (SHAFT)	1	88.84
Total Labor		32.50
Total Parts		88.84
Total Repair (Customer)		121.34

(03-4898 GREG-) A

(2) \$15 COUPON THRU GM GOODWRENCH

(03-4898 GREG-) A

Z2175 98 MJ T03  
..... (Warranty) .....



ONCE AGAIN THIS DEALER CAME THROUGH  
W/ HELP FOR ME ON COSTS.

G.M. TOLD ME THAT THIS DEALER IS NOT  
CHEVROLET BUT THE SAME PROBLEM IS  
ALSO ON PONTIAC VEHICLES

<b>DISCLAIMER OF WARRANTIES</b> Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	<b>TERMS</b> No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.	W/C	INT.	CUSTOMER
				Labor 32.50 Parts 88.84 Sublet .00 Shop Supply .00 Oil/Grease .00 Sub Total 121.34 Tax 7.28 Total (Cash) 128.62
Page 1 of 1 Job 27965 <b>27965 Customer Copy</b>				

AUTOSOFT FORMS 1-877-427-4367