

CL-10248129-5887

October 20, 2008

2008 OCT 31 AM 10:45

To whom it may concern:

I purchased a 2001 Monte Carlo SS on September 25, 2000 (See attached sales receipt). In October of that year, I noticed the air bag was beginning to protrude out of the driver's seat. I brought the car to Sun Chevrolet, where I purchased the vehicle originally, and had it repaired (See attached receipt). At that time, I had not received a notice of recall nor had the Sun Chevrolet mechanics mentioned anything of that regard.

Approximately one month ago I noticed the air bag alert light was on. I brought to car to Sun Chevrolet on September 24, 2008 and picked up the car on September 25, 2008. (See receipt). The same repair as in October 2000 had to be performed. The charge for this was \$635.53. I found it especially unusual to happen twice within 8 years, chiefly due to not only my meticulous care and upkeep of the car, but also having never been in an accident (See photos). As a result I decided to research whether this was a common problem in 2001 Monte Carlo vehicles and found there had been a recall. I have included a copy of the recall from the National Highway Traffic Safety Administration (NHTSA). I related this information to the Sun Auto service manager, Tony Seara, on Monday, September 29, 2008. He said his computers were down and would have to get back to me. As of October 1, 2008 I did not hear from Mr. Seara so I called him. He said that the Vehicle Identification Number for my car was not included in the recall so there was nothing he could do.

I eventually found, through research on the internet, that my car in fact was not included in the recall; however, I still contacted General Motors customer service with regard to this issue. I received a call from Jennifer MacPherson, I customer service representative from General Motors, who created a file number [REDACTED]. She spoke to the service manager at Sun Chevrolet and expeditiously returned a call to me stating that the dealership did not feel this was an air bag safety issue and they would not rescind the charge. She said that the dealership's mechanic and service manager have the final say on a matter such as this. I let her know that I find it hard to believe that General Motors does not have personnel who oversee safety decisions made by dealerships. She is, however, keeping the case open as an unsatisfied customer case. I still maintain my question of how can the same air bag have problems two times when it is not used? I still feel this is a safety issue since in October 2000 the housing for this air bag had to be replaced and in September 2008 there was again a problem with the same air bag. Does an air bag sensor system usually have to be replaced two times in 8 years? I am forwarding this information to you in case you have received similar concerns from others. Also, is it really true, as stated by Ms. MacPherson, that the General Motors Corporation does not have personnel who oversee decisions made by dealership mechanics with respect to air bag safety issues when there is a customer complaint?

Thank you in advance for your consideration to this matter.

[REDACTED]
[REDACTED]
[REDACTED]
Great River, New York [REDACTED]
[REDACTED]

MC
10/46
10/31/08
NJ

October 13, 2008

To whom it may concern:

(General Motors)
Customer Service

I purchased a 2001 Monte Carlo SS on September 25, 2000 (See attached sales receipt). In October of that year, I noticed the air bag was beginning to protrude out of the driver's seat. I brought the car to Sun Chevrolet, where I purchased the vehicle originally, and had it repaired (See attached receipt). At that time, I had not received a notice of recall nor had the Sun Chevrolet mechanics mentioned anything of that regard.

Approximately one month ago I noticed the air bag alert light was on. I brought to car to Sun Chevrolet on September 24, 2008 and picked up the car on September 25, 2008. (See receipt). The same repair as in October 2000 had to be performed. The charge for this was \$635.53. I found it especially unusual to happen twice within 8 years, chiefly due to not only my meticulous care and upkeep of the car, but also having never been in an accident (See photos). As a result I decided to research whether this was a common problem in 2001 Monte Carlo vehicles and found there had been a recall. I have included a copy of the recall from the National Highway Traffic Safety Administration (NHTSA). I related this information to the Sun Auto service manager, Tony Seara, on Monday, September 29, 2008. He said his computers were down and would have to get back to me. As of October 1, 2008 I did not hear from Mr. Seara so I called him. He said that the Vehicle Identification Number for my car was not included in the recall. I would like this information verified in writing by the Chevrolet Motor Corporation to my satisfaction. If you find that my car Vehicle Identification Number is not under recall I would further like you to carefully review the air bag issues with this car.

If I do not receive a satisfactory response from you I will forward all information to the NHTSA. If this is in fact a recall item I do not feel it is my responsibility to be charged for the repair. More important, I am concerned about the operation of the other air bags as it affects our safety. Thank you in advance for your consideration to this matter.

[REDACTED]
[REDACTED]
Great River, New York [REDACTED]
[REDACTED]

CERTIFICATE OF ORIGIN FOR A VEHICLE

1656



RBLPD019

INVOICE NO.

1AD55260730

DATE

09/07/00

VEHICLE IDENTIFICATION NO.

2G1WX15K019

YEAR

2001

MAKE

CHEVROLET

BODY TYPE

2 DOOR

SHIPPING WEIGHT

3363

H.P. (S.A.E.)

34.7

G.V.W.R.

4401

NO. CYLS.

06

SERIES OR MODEL

1WX27

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

SUN AUTO GROUP
4825 SUNRISE HWY
BOHEMIA

02201 CRJWC7

NY 11716-4611

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *

* HAS A *

* CALIFORNIA *

* EMISSION *

* SYSTEM *

G20769224

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY:

RK Rob

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1001

CITY - STATE



BOHEMIA AUTO GROUP, INC. D/B/A SUN AUTO GROUP

4825 SUNRISE HWY. • BOHEMIA, NY 11716

SALES, PARTS AND SERVICE

(631) 589-3100 FAX (631) 244-8083

DEALER FACILITY NO. 708 4905



2260

GREAT RIVER, NY

DATE: 09/19/00

SALESMAN: SCHAPPERT, ROBERT

YEAR	NEW USED OR DEMO	MAKE	MODEL	COLOR	MILEAGE	INVOICE	STOCK NO	CUST. NO.	DEAL NO.
2001	NEW	CHEVROLET	MONTE CARLO	RD	6		6401		4791

VIN:

261W15K019

KEY NOS.

30001

SALESMAN'S NUMBER

OPTIONAL EQUIPMENT AND ACCESSORIES

DESCRIPTION	ACCT. NO.	SALE
NEW CAR		26101
NEW TRUCK		
NEW FLEET		
U/C RETAIL		
USED TRUCK RETAIL		
U/C WHOLESALE		
EXTENDED SERVICE CONTRACT		N/A
DEALER INSTALLED ITEMS		359.00
INSP		18.00
LUXURY TAX	32501	
SALES TAX	3240	1981.49
DEALER FEE	90501	20.00
INSPECTION/LICENSE & TITLE	30001	42.00
TOTAL CASH PRICE		26101.99
FINANCING		N/A
INSURANCE		N/A
TOTAL TIME PRICE		26101.99
DEPOSIT	22004	26101.99
CASH ON DELIVERY	22001	1700.00
LEIN PAYOFF	30100	N/A
REBATE	26103	300.00
REBATE	26103	N/A
PAYMENTS	TRADE	N/A
MONTHS	36 MONTHS	PER MONTH
TOTAL		26101.99
	26101	
	26103	
FINANCE CONTRACT	20500	5.00
	80	
	262	

THIS PURCHASE DOES NOT INCLUDE MAINTENANCE. A SEPARATE SERVICE CONTRACT MAY BE AVAILABLE. THE AVERAGE LIFE FOR BRAKES IS 15,000 MILES, BUT MAY VARY DEPENDING ON DRIVING HABITS. 3 YR/36K DEALER WARRANTY ON DEALER INSTALLED ALARM SYSTEMS. 1YR/12K DEALER WARRANTY ON ALL OTHER AFTER MARKET PRODUCTS.

I HAVE EXAMINED THE CAR WITH ITS CONDITION AND THE FINAL PRICE HAVE RECEIVED THE NEW CAR LEASE

PURCHASER'S SIGNATURE

Any warranties on the products sold hereby are those made by the manufacturer. 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 said products.

* DEALER'S OPTIONAL FEE PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *\$20.00. THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

YEAR	MAKE	BODY COLOR	MODEL
VIN:		STOCK NO.	

The Purchaser authorizes the Dealer to install the optional equipment, accessories and services hereon described, and acknowledges receipt of this car and a copy of this invoice and also acknowledges that the Dealer delivered the within described automobile with the price label intact as required by P.L. 85-506.

SUN AUTO GROUP

1 7 1 3 1

INVOICE

4825 SUNRISE HWY. · BOHEMIA, NY 11716

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

PAGE 1

SERVICE ADVISOR: 252 MICHAEL RITTER

GREAT RIVER, NY

HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RD	01	CHEVROLET MONTE CARL	2G1WX15K019 [REDACTED]	[REDACTED]	1189/1189	
DEL DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP2000		18:00 08NOV00		79.50	CASH	08NOV2000
R.O. OPENED	R.O. CLOSED	STK:6401 ENG:3.8 Liter V6 MFI TRN:MX0				
08:09 24OCT00	15:08 08NOV00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CHECK DRIVERS SEAT SIDE AIR BAG MISALIGNED

CAUSE: HOUSING FOR DRIVES SIDE AIR BAG IMPROPERLY CUT

C8856 MODULE, SIDE IMPACT INFLATOR (SUPPLEMENTAL
INFLATABLE RESTRAINT SYSTEM) DRIVER

273 W

FC: 2G PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

VP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECK DRIVES FRONT SEAT AND FOUND SIDE AIR BAG MOUDLE MISALIGNED
NECESSARY TO REPLACE HOUSING FOR DRIVES SIDE AIR BAG

B CUSTOMER STATES CHECK DRIVERS SIDE HEATER SWITCH LIGHT NOT WORKING

CAUSE: DRIVERS SIDE HEATED SEAT SWITCH INOP

C7174 HEATED SEAT COMPONENTS - REPLACE SWITCH
DRIVER

273 W

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TEST DRIVERS SIDE HEATED SEAT AND FOUND A OPEN IN SWITCH NECESSARY TO
REPLACE DRIVERS SIDE HEATED SEAT S WITCH RETEST AND FOUND HEATED SEAT
TO BE WORKING NORM AL AT THIS TIME

C** ONE WAY SHUTTLE

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

MONDAY-FRIDAY
7:30 am - 5:00 pmSATURDAY
8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL

1 7 1 3 1

INVOICE

4825 SUNRISE HWY. · BOHEMIA, NY 11716

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

GREAT RIVER, NY

HOME: [REDACTED] BJS:

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SERVICE ADVISOR: 252 MICHAEL RITTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RD	01	CHEVROLET MONTE CARL	2G1WX15K019	[REDACTED]	1189/1189	
DEL DATE		WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19SEP2000			18:00 08NOV00		79.50	CASH
R.O. OPENED		R.O. CLOSED	STK:6401 ENG:3.8_Liter_V6_MFI TRN:MX0			
08:09 24OCT00		15:08 08NOV00				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE:	SHUTTLE	RIDE	ONEWAY				
	Z7910	ONE	WAY	SHUTTLE			
		99	W				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

X
LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL



MONDAY-FRIDAY
7:30 am - 5:00 pm

SATURDAY
8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #:

1 0 1 9 0 1

SUN AUTO GROUP

INVOICE

4825 SUNRISE HWY. BOHEMIA, NY 11716

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

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GREAT RIVER, NY

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 515 JAMES TUDOR

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RD	01	CHEVROLET MONTE CARL		2G1WX15K019		79890/79891		
DEL DATE		WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE	
19SEP00 DD			WAIT 25SEP08		VARIBL	CASH	25SEP08	
R.O. OPENED		R.O. CLOSED		ENG:3.8_Liter_V6_MFI TRN:MX0				
08:04 24SEP08		12:26 25SEP08						
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL	

A C/STATES AIR BAG LIGHT IS STAYING ON

CAUSE: SCANNED FOR CODES ,CODE B0041

C8856 MODULE, SIDE IMPACT INFLATOR (FRONT LEFT)

REPLACE

176 SCHNAKENBERG,WILLY LIC#: L464

CPS

324.00 324.00

1 10353199 MODULE AB

261.06 261.06 261.06

PARTS: 261.06 LABOR: 324.00 OTHER: 0.00 TOTAL LINE A: 585.06

FOUND OPEN IN LEFT SIDE AIR BAG MODULE HARNESS REPLACED LEFT SIDE AIR BAG MODULE

D** CUSTOMER DECLINED SERVICE / REPAIR AT THIS TIME

DECLINED CUSTOMER DECLINED SERVICE / REPAIR AT

THIS TIME

176 SCHNAKENBERG,WILLY LIC#: L464

CP

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

DECLINED L/FRONT TIE ROD AND ALIGNMENT

NOTE BOTH HEATED SEATS INOP

WHEN CAR CAME IN

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.



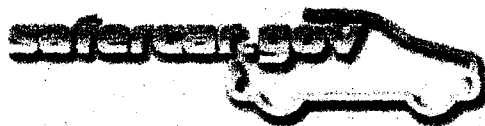
MONDAY-FRIDAY
7:30 am - 5:00 pm

SATURDAY
8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	324.00
PARTS AMOUNT	261.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	585.06
LESS DISCOUNT	0.00
SALES TAX	50.47
PLEASE PAY THIS AMOUNT	635.53

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL

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DEFECTS & RECALLS

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Search Results

Report Date: September 25, 2008 at 04:15 PM

NHTSA Campaign ID number: 00V244000

[New Search](#)[Print Version](#)**Make / Models:**

CHEVROLET / IMPALA

CHEVROLET / MONTE CARLO

Manufacturer: GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number: 00V244000

Model/Build Years:

2001

2001

Mr's Report Date: AUG 25, 2000

NHTSA Action Number: N/A

Component: AIR BAGS**Potential Number Of Units Affected:** 580**Summary:**

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE AIR BAG SENSING AND DIAGNOSTIC MODULES (SDM) COULD EXPERIENCE A MEMORY ERROR RESULTING IN THE AIR BAGS NOT DEPLOYING IN A CRASH SITUATION.

Consequence:

IN A CRASH, A FRONT SEAT OCCUPANT MAY RECEIVE MORE SERIOUS INJURIES.

Remedy:

DEALERS WILL REPLACE THE SENSING AND DIAGNOSTIC MODULE.

Notes:

OWNER NOTIFICATION BEGAN OCTOBER 26, 2000. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHEVROLET AT 1-800-222-1020. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

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