



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

24-NOV-2008

Repository ☐

Reference No.
10249713

OWNER INFORMATION (Type or Print)

Name

Address

City

GOETZVILLE

State

MI

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 1/1/

VEHICLE INFORMATION

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

2G1WW12E23

Make

CHEVROLET

Model

MONTE CARLO

Model Year

2003

Date Purchased

09/09/03

Dealer's Name and Telephone Number

Sadler-Rodenroth Motors 906-632-2244

Engine

1.8L 3.4L

Fuel Type:

Regular

Original Owner

☒

Dealer's City

3055 Mackinac Trail

State

MI

Zip Code

49783

SFIV-6 Engine

Automatic T.

Transmission Type

automatic

☒ Antilock Brakes

☒ Cruise Control

P.O. Box 379

Sault STE Marie

Multiple Failure: thumping

tire issue

frontend shakes

brakes pads

Incident Date(s)

09-08-2008

09/aug-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

30000

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Good Year

Tire Model (Name or Number)

Eagle Ga touring

Tire Size (Example P215/65R15)

P225/60R16N

DOT No. (Example: DOTM19ABC036)

4BX0 E2DR 2303

☒ Original Equipment

☐ Prior Repair

Failure Location:

Sadler-Rodenroth Motors

Tire Component Code

T P C

SPEC60R16

E13

0289055

Failure Type: flat spot in L. front

tire

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).

18,758

TL*THE CONTACT OWNS A 2003 CHEVROLET MONTE CARLO. AT 16,000 MILES, THE CONTACT'S VEHICLE WAS SHAKING SEVERELY AND WAS TAKEN TO THE DEALER. THE DEALER INFORMED HER THAT SHE NEEDED NEW ROTORS AND BRAKE PADS ON BOTH FRONT WHEELS. THE TIRES WERE ROTATED AND THE FAILURE RECURRED. THE CONTACT RETURNED TO THE DEALER FOR INSPECTION. THE FAILURE HAS BEEN ONGOING FOR THREE WEEKS AND NO ONE HAS CALLED HER BACK TO REPAIR THE VEHICLE. THE VEHICLE IS KEPT IN STORAGE DURING THE WINTER BECAUSE IT IS NOT DRIVEN OFTEN. THE FAILURE MILEAGE WAS 30,000. 34,261

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)

1. Tire issue Left front has a flat spot thumps shakes
after rotate tires miles 34261

09/25/08

2. Front-end of car shakes frequent replacement of pads & rotors
it is an manufacturer defect an error, (needs a replacement again)
08/29/06 replaced rotor assembly pads front end
jerking , squishy, coasting brakes 18758 miles on car

Lisa(servive advisor) said she would talk to the Rep about these problems
back in 10/08 I have not heard from her since.

I have another issue poor paint job on car, I have complained several times
nothing has been done about it.

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

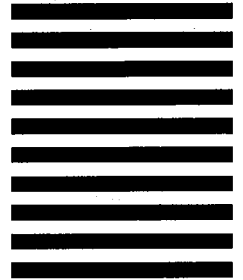
FIRST-CLASS MAIL

PERMIT NO. 1888

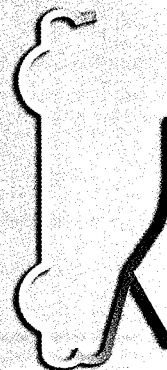
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



**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**



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



At Sadler-Rodenroth Motors

Sault Ste. Marie, Mi.
Phone

09/25/08 Lube Job & Rotate Tires

When job was completed, as I drove away I noticed dash light was on (low tires) as I continued home-

I noticed 3 Issues

1. Low tires or tire
2. Thumping sound in tires or tire
3. Front-end shakes when brakes applied

As I describe it jerking, squishy, coasting brakes

I travel 80 miles round trip to get to this dealership trusting, in a precise manner that this job will be done accurate.

10/17/08 I went back to Sadler-Rodenroth Motors and spoke to a mechanic about the situation, he drove my car into the garage checked the tires, and said they only have like 20 lbs of air in them. I noticed he also checked the car with some kind of computer type machine.

He said with the tires being low would cause the front end to shake (more noticeably).

I am not sure the tires were rotated correctly on a Monte Carlo their is a special procedure that needs to be followed. (it states in the manual)

Lisa (service advisor) took the car for a drive, she said the left front tire has a flat spot, the thumping apparently stems from that, to continue to drive it that way, see what happens, it may wear off, well it hasnt.

This is a tire issue alone, someone needs to supply me with a new set of tires, I should be able to get a lot more miles on a set of tires, with my understanding I cannot buy one tire, I need to buy all four at the same time.

Lisa (service advisor) said it also needs pads as well, they were replaced at 18758 miles plus rotors.

My guess is, if I have them put new pads in, they will say it needs new rotors again.

I only drive this car during the summer months, its stored during the winter. I was told because I store it, its more likely needs a replacement of pads repeatedly.

Im 72 years old and not a fool, I do not spin the wheels, drive rough or brake fast and hard.

Lisa said she would talk to the Rep when he comes, which would of been 10/28/08, that he would be coming the week of 11/11/08 then she would give me a jingle, I spoke with her after 11/11/08 she said he did not come.

After trying three different occasions, Ive decided to turn this problem over to you.

I had and have another issue I bought this car at Sadler-Rodenroth Motors 9/9/03 from salesman josh Joseph, I have complained to him several times about the paint chipping on the car, he has done nothing about it. (The famous words are) I will talk to the rep when he comes.

Far as Im concerned the Rep has not been there since I bought my vehicle.

Sincerely,

Goetzville, MI.
Phone



9/25/08
**SADLER - RODENROTH
MOTORS**

3055 MACKINAC TRAIL - P.O. BOX 379 - SAULT STE MARIE, MI 49783
906-632-2244 - 800-562-4966



R/O 01413		VIN 2 G 1 W W 1 2 E 2 3		GOETZVILLE MI.	DATE IN 09/25/08
YEAR 2003	MAKE CHEVROLET	MODEL MONTE CARL	COLOR BLACK		TIME IN 02:20
MILES IN 34261	MILES OUT 34261	FIRST USE 09/02/03	PO		CLOSED 09/25/08
SEE ALSO					WRITER 0597 WIL
				H: () W: () -	

(1) PERFORM LUBE, OIL, FILTER & MULTI POINT
INSPECTION
COMPLETED

QL	T06	7.42
25010792 (FILTER)	1	7.00
Total Labor		7.42
Total Parts		7.00
Total Repair (QuickLane)		14.42

(06-4543 HAROLD-)

A

(2) ROTATE TIRES

ROT	T06	18.00
Total Labor		18.00
Total Repair (Customer)		18.00

(06-4543 HAROLD-)

A

(3)

Z2145	98	MJ	T06
.....(Warranty).....			

(06-4543 HAROLD-)

A

MISC DISCOUNT
MISC DISCOUNT

Labor Charges Discounted	11.00
Parts Charges Discounted	7.00

PAID

DISCLAIMER OF WARRANTIES

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.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 01413

01413 Customer Copy

Labor Rate
67.00

	W/C	INT.	CUSTOMER
Labor			25.42
Parts			7.00
Sublet			.00
Shop Supplies			1.78
Oil/Grease			.00
Less Disc.			-18.00
Sub Total			16.20
Tax			.11
Total (Cash)			16.31

9/25/08

Goodwrench

MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ MI: _____ MII: _____

☒ Checked and OK☐ May Require Attention Soon☐ Requires Immediate Attention**INTERIOR**
☐ Remaining engine oil life: _____ % Reset: _____ N/A: _____

☐ Air Conditioning Performance
WIPER BLADES**CHECK TIRES AND TREAD DEPTH****CHECK BATTERY**

LF ☐ RF ☐

☐ Rear (if applicable)

☐ Windshield condition

Cracks _____ Chips _____

☐ 8/32 or Greater

LF ☒ 7/32 to 4/32

☐ 3/32 or Less

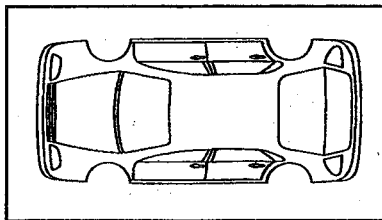
PSI@: _____ set to: _____ PSI

☐ 8/32 or Greater

LR ☒ 7/32 to 4/32

☐ 3/32 or Less

PSI@: _____ set to: _____ PSI



(Check lamps)

Lowest Tread Depth: 7 /32
☐ Rotation needed
☐ Rotation performed

☐ Alignment needed
☐ Alignment performed

Wear Pattern/Damage

☐ 8/32 or Greater

RF ☒ 7/32 to 4/32

☐ 3/32 or Less

PSI@: _____ set to: _____ PSI

☐ 8/32 or Greater

RR ☒ 7/32 to 4/32

☐ 3/32 or Less

PSI@: _____ set to: _____ PSI



☐ Battery condition

☐ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
☒	☒ Engine oil	☐
☒	☒ Brake fluid reservoir	☐
☒	☒ Transmission (if equipped w/dipstick)	☐
☒	☒ Coolant recovery reservoir	☐
☒	☒ Power steering	☐
☒	☒ Windshield washer	☐

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF ☒ 7 mm (9/32) or greater

☐ 6 mm (8/32) to 4 mm (5/16)

☐ 3 mm (1/8) or less

RF ☐

LR ☐ 4 mm (5/32) or greater

☐ 3 mm (1/8)

☐ 2 mm (3/32) or less

RR ☐

Lowest Front Lining _____ Lowest Rear Lining _____

☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

☐ Inspect for visible leaks:

☒ Fuel system (also including gas cap seating)

☒ Engine, transmission, drive axle, transfer case

☒ Engine cooling system

☒ Shocks and struts – also check operation

☐ Inspect visual condition:

☒ Belts: engine, accessory, serpentine, and/or V-drive

☒ Hoses: engine, power steering and HVAC

☒ Engine air filter and cabin air filters

☒ Steering components and steering linkage

☒ CV drive axle boots or driveshafts and U-joints

☒ Exhaust system components

Additional Recommended Services

1) _____

2) _____

3) _____

4) _____

5) _____

6) _____

7) _____

8) _____

Service Consultant: _____

Technician: _____ No.: _____

SIMPLIFIED MAINTENANCE

MI

☐ Required☐ Performed

MII

☐ Required☐ Performed

SADLER-RODENROTH MOTORS

CHEVROLET * PONTIAC * BUICK * CADILLAC * GMC TRUCK

3055 MACKINAC TRAIL
SAULT STE. MARIE, MICHIGAN 49783
906-632-2244
888-723-5377



ZWO798

2 5 8 7 6 8

INVOICE

DUPLICATE 1
PAGE 1

GOETZVILLE, MI
HOME:

BUS:

SERVICE ADVISOR: 1157 ASHLEY MCLEAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	03	CHEVROLET MONTE CARL	2G1WW12E23		28201/28201	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
02SEP03 DD			03APR08		67.00	CASH
R.O. OPENED	READY	OPTIONS: STK:R627 DLR:SADLER				

10:25 03APR08 11:05 03APR08

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A** GM QUICKLUBE-10 PT CHECK - 29 MINUTES OR LESS, GUARANTEED OR NEXT ONE FREE!!

QL GM QUICKLUBE-10 PT CHECK - 29 MINUTES OR LESS
GUARANTEED OR NEXT ONE FREE!!

6 CQS 0.50

7.42 7.42

PAID

4/3/08
NOTE FOR MYSELF
WAS GOING TO PUT IN HAROLD SAID I NEED TO BE THIS TIME TO GET POSSIBLE CHARGES 3 MORE CIL CHARGES

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. I understand that pursuant to said express mechanic's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

*SUPPLIES: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE

WE HONOR
AMERICAN EXPRESS, DISCOVER CARD
MASTERCARD, VISA

REGISTRATION NO. F-123114

DESCRIPTION	TOTALS
LABOR AMOUNT	7.42
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	7.42
LESS ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	7.42

X

CUSTOMER SIGNATURE				DATE	TIME
PARTS	LABOR	TOTAL	HRS.		
REPAIRS PROPERLY COMPLETED AND CHECKED BY				BY	
X					
AUTHORIZED REPRESENTATIVE					

CUSTOMER COPY

Thank You

SADLER-RODENROTH MOTORS

CHEVROLET • PONTIAC • BUICK • CADILLAC • GMC TRUCK

3055 MACKINAC TRAIL
SAULT STE. MARIE, MICHIGAN 49783
906-632-2244
888-723-5377



ZWO798

2 4 5 2 8 1

8/29/06
WARRANTY
Replaced Rotor
Both Front

INVOICE

PAGE 1

GOETZVILLE, MI
HOME:

BUS:

SERVICE ADVISOR: 1078 EUGENE FRENCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	03	CHEVROLET MONTE CARL	2G1WW12E23		18758/18758	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
02SEP03 IS			29AUG06		64.00	CASH
R.O. OPENED	READY	OPTIONS: STK: DLR:				
13:04 29AUG06	14:32 29AUG06					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER REQUESTS THE VEHICLE BE CHECKED OUT FOR WARRANTY
CAUSE: SEE

SEE NO PROBLEMS FOUND

43 MAAHS, SHELDON R LIC#: M194987

WM4 0.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

NOTE: STEERING WHEEL POINTS LEFT-RECOMMEND FROM T END ALIGNMENT

B CUSTOMER STATES THE BRAKES ARE SQUISHY

CAUSE: SPONGY-BEFORE REF. 1.265 L.F. AFTER 1.243 BEFORE 1.264 AFTER

1.254

H0127 ROTOR ASSEMBLY FRONT BOTH R&R OR REPLACE

43 MAAHS, SHELDON R LIC#: M194987

WM4 1.90

(N/C)

FC: O2/00R00 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

C CUSTOMER STATES THE PAINT IS CHIPPING

CAUSE: SEE

SEE SEE BODY SHOP

43 MAAHS, SHELDON R LIC#: M194987

WM4 0.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. I understand that pursuant to said express mechanic's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.				*SUPPLIES: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.		DESCRIPTION		TOTALS	
X				ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE		LABOR AMOUNT		0.00	
CUSTOMER SIGNATURE				ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE		PARTS AMOUNT		0.00	
PARTS ORIGINAL ESTIMATE AUTHORIZED ADDITIONS DATE TIME				WE HONOR AMERICAN EXPRESS, DISCOVER CARD MASTERCARD, VISA		GAS, OIL, LUBE		0.00	
REPAIRS PROPERLY COMPLETED AND CHECKED BY				REGISTRATION NO. F-123114		SUBLET AMOUNT		0.00	
X				AUTHORIZED REPRESENTATIVE		MISC. CHARGES		0.00	
						TOTAL CHARGES		0.00	
						LESS ADJUSTMENT		0.00	
						SALES TAX		0.00	
						PLEASE PAY THIS AMOUNT		0.00	

CUSTOMER COPY

Thank You