

DOT Auto Safety Hotline				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received	Repository ☐
				07-JAN-2009	Reference No. 10254101
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name				Evening Telephone Number	
Address					
City	POQUONOCK	State	CT	Zip Code	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, this report is to the vehicle manufacturer. Signature of Owner: _____ Date: 1/13/09					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G1FP22G32			Make CHEVROLET	Model CAMARO	Model Year 2002
Date Purchased JULY 19 2002	Dealer's Name and Telephone Number DAVID STANLEY CHEVROLET 405 632-3600			Engine: No: Cylinders 8	Fuel Type: GASOLINE
Original Owner ☒	Dealer's City OKLAHOMA CITY		State OK	Zip Code 73139	
Transmission Type STANDARD 6 SPEED	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 03-OCT-2008	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING				Failure Mileage 44000	Failure Speed 0
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 STATED THAT THE CONTROL BOX IN THE ENGINE, LOCATED NEAR THE FIREWALL, CAUSED THE FUEL INJECTORS TO POUR FUEL INTO THE ENGINE. AS A RESULT, THE ENGINE WAS RUINED. WHEN THE VEHICLE WAS STARTED, WHITE SMOKE APPEARED FROM THE ENGINE. THE VEHICLE WAS TOWED TO THE DEALER, BUT THEY WENT OUT OF BUSINESS. THE VEHICLE WAS TOWED TO ANOTHER DEALER AND THEY REPLACED THE ENTIRE ENGINE. THE MANUFACTURER OFFERED HIM A 10% DISCOUNT AND THE CONTACT PAID \$6,200 FOR THE REPAIR. THE CONTACT HAS A PHOTO OF WHERE THE BOX WAS LOCATED IN THE ENGINE, WHICH HE FELT WAS TOO CLOSE TO THE FIREWALL AND THE INITIAL CAUSE OF THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 44,000.					
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)

SEE ATTACHED LETTERS, INVOICE & PHOTO
THE VEHICLE IS MY SON'S,
WHO IS SERVING WITH THE U.S. AIR FORCE
OVERSEAS, THE VEHICLE IS BEING STORED
UNTIL HE RETURNS

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

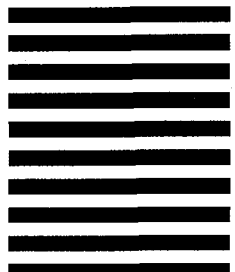
**National Highway
Traffic Safety
Administration**

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

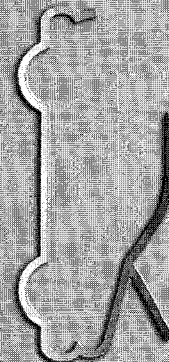
WASHINGTON, DC

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



To: NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

December 9, 2008

To Whom It May Concern:

I am writing you in regards to a problem that I had with my son's 35th Anniversary edition 2002 Camaro SS, which we are storing for him while he is overseas with the United States Air Force. I am attaching the letter and the invoice, along with a photo of the area under the hood that was submitted to the Chevrolet Division. I have written to The Chevrolet Division of General Motors in reference to this problem. I would like to see if there is anything that you may be able to do to help me with this situation. The vehicle was ultimately repaired at Gengras Chevrolet in East Hartford Connecticut, phone number (860) 528-2575. The dealer had given me a ten percent reduction in the cost of the repair which brought the fee for the work to \$6,220.74. On November 28, 2008 I received a call from Jeremy Krasij, Assistant Service Manager at Gengras Chevrolet and they were now offering an additional \$750.00 refund on the work. It would mean that the cost for the work would now be \$5,470.74. I had previously talked to the regional representative who I was told was making the offer. I believe that by offering an additional payment they are admitting fault. As of this time I have neither accepted nor declined the offer. The end result of this problem which is stated in the attached letter could have been an engine fire. Does someone have to be either injured or killed before Chevrolet will act?

Respectfully,

Poquonock, CT.

From:

Oct 11, 2008

Poquonock, CT.

To: Chevrolet Motor Division
PO 33170
Detroit, MI. 48232-5170

To Whom It May Concern:

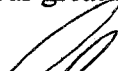
I am writing to you concerning an engine failure on my son's 2002 Camaro SS, vehicle identification number 2G1FP22G32. I have spoken to a gentleman in your customer service area at GM by the name of Gregg at 1 866 790-5700, ext 22091, with reference number for this complaint is 71668184031. The vehicle has been repaired at Gengras Chevrolet, 585 Connecticut Boulevard, East Hartford, CT. 06108. I have been dealing with an assistant service manager, Mr. Jeremy Krasij, at the dealer. It was explained to me by the service manager, Lee Page that he believes the number 7 cylinder may have compressed liquid, most likely fuel, that caused the piston and rod to be damaged, this was also confirmed by the technician that worked on the car. This caused the damage to the cylinder wall which required the replacement of the engine and Jeremy also indicated that number 8 cylinder was damaged.

All of this started in September of this year, each week I would start up the car, it was being stored for my son who is deployed overseas with the military until February 2009, I have had the car since January of this year, 2008. One day I started the vehicle and it started blowing white smoke out the exhaust, I shut the vehicle off and let it sit in the driveway. I had my other son help me push the car into the garage. When I spoke to my son who owns the car and told him what happened he told me to get the vehicle to a Chevrolet dealer. I had the vehicle towed to Mic Olander Chevrolet, 125 Poquonock Avenue, Windsor, CT. 06095. Mic Olander Chevrolet diagnosed the problem as possibly two fuel injectors stuck in the open position. They suggested that I may have filled the vehicle with a bad tank of gas and stated that all the gas should be drained from the vehicle. They also stated that they got the vehicle running and had it on the road for a while but that it started misfiring, that was on Monday September 22, 2008. On Tuesday September 23, 2008 I was out of town and when I returned in the afternoon I received a message that I needed to call the service department at Mic Olander Chevrolet and that they had some bad news for me. I attempted to call but kept getting their answering machine, so I drove to the dealer and discovered that they had gone out of business. They had put my son's car back together, as they put it, and that I could pick it up. They did not fix the problem and on the work order it just stated, "needs further diagnosis very very sorry". I tried to contact the technician who actually worked on the vehicle but he had taken all his tools and left the dealer. The only person that I really dealt with was Anthony Grimsley, a service consultant. At that point I made contact with Jeremy Krasij, assistant service manager at Gengras Chevrolet and had the vehicle towed to their service department on Thursday September 25.

I picked up the car from Gengras Chevrolet on Oct 10 and it was explained to me that the cause for the fuel injectors remaining in the open position was the wiring controlling the fuel injectors was chafed and making contact with the bulkhead which grounded the wiring. This is explained in the attached invoice _____ from Gengras Chevrolet. I have also included a photo of the area that caused this problem. The distance of the wiring from the bulkhead would strongly suggest a flaw in the positioning of the PCM. According to Jeremy there was no evidence of any outside source which caused the wiring to chafe, such as rodents nesting in the engine compartment. It is my belief that this design was the cause of the failure and that Chevrolet Motor Division should be responsible for the repair.

The 2002 Chevrolet Camaro was well taken care of and I am forwarding the documentation to prove it. The vehicle at the present time has 44,224 mile on it, this is an average of about 600 miles per month. The average driver puts on 12,000 miles per year, which if this was the case would be 73,660 miles. This vehicle has 29,436 less miles than the average for its age. The car has been started at regular intervals while in storage and had been taken care of according to the maintenance schedule; it also had the proper weight oil, Mobil 1 synthetic for a vehicle being stored under these conditions. It is my opinion that Chevrolet Motor Division should assume the responsibility for the failure of such a high performance vehicle. It has also been brought to my attention from an outside source that dealers receive some new engines for replacement at little or no cost to them. I am asking that you review all the facts and help my son who is overseas protecting you and our great country by shouldering your responsibility.

Respectfully,



GENGRAS CHEVROLET, INC.

585 CONNECTICUT BLVD. • EAST HARTFORD, CT 06108

SERVICE (860) 528-2575

PARTS (860) 528-2570 SALES (860) 528-1554

CUSTOMER NO.	ADVISOR JEREMY KRASIJ	INVOICE DATE 10/09/08	
WINDSOR, CT	LABOR RATE	LICENSE NO.	MILEAGE 44,224
	YEAR / MAKE / MODEL 02 / CHEVROLET / CAMARO / 2 DOOR HATCHBACK		COLOR SILVER /
	VEHICLE I.D. NO. Z G 1 F P 2 2 G 3 2		DELIVERY DATE
	F.T.E. NO.		SELLING DEALER NO.
BUSINESS PHONE	COMMENTS	09/25/08	MO: 44260

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$6550.00 (+TAX) ON 09/29/08 AT 12:10pm
BY JOHN MEAKIN COMMENTS OK'D TO REPLACE MOTOR.
COMMENTS-----
ALL PARTS HERE 10/6

CUST OK'D NEW MOTOR 9/29

TOTALS-----

All repairs performed with GM replacement parts are backed with a 12 Month/12,000 Mile warranty (whichever comes first) unless otherwise noted. Repairs performed with aftermarket or used components vary according to the supplier. Please check with your service advisor if you have any questions regarding the applicable warranty.

The employees at Gengras Chevrolet would like to Thank You for your ongoing business. We will always strive for 100% COMPLETE SATISFACTION. If you are not completely satisfied, please contact Lee Page, Service Manager, at 860-528-2575

THANKS AGAIN FOR YOUR BUSINESS
WE'RE ON THE WEB!! Visit our web site-www.gengras.com

CUSTOMER SIGNATURE

TOTAL LABOR....	1916.95
TOTAL PARTS....	4564.03
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	15.00
TOTAL MISC DISC	-665.00
TOTAL TAX.....	389.76

TOTAL INVOICE \$ 6220.74



GENGRAS CHEVROLET, INC.

585 CONNECTICUT BLVD. • EAST HARTFORD, CT 06108

SERVICE (860) 528-2575

PARTS (860) 528-2570 SALES (860) 528-1554

CUSTOMER NO.	ADVISOR JEREMY KRASIJ	28315	TAG NO.	INVOICE DATE 10/09/08
WINDSOR, CT	LABOR RATE	LICENSE NO.	MILEAGE 44,224	COLOR SILVER/
	YEAR / MAKE / MODEL 02/CHEVROLET/CAMARO/2 DOOR HATCHBACK			STOCK NO.
	VEHICLE I.D. NO. 2 G 1 F P 2 2 G 3 2			DELIVERY DATE
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	P.O. NO.			RECEIVED DATE 09/25/08
COMMENTS				MO: 44260

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	2724577	SEAL WASH 9.222	9.19	9.19	9.19
JOB # 1	1	12558251	SCREEN 1.656	49.98	35.60	35.60
JOB # 1	1	89017524	FILTER 1.836	7.33	5.24	5.24
JOB # 1	6	12345885	OIL 5W30S 8.800	9.95	7.31	43.86
JOB # 1	2	12551933	SEAL 1.097	7.85	7.85	15.70
JOB # 1	1	52477087	SEAL 9.222	10.75	10.75	10.75
JOB # 1	1	12345347	FLUID-HYD 8.800	18.26	18.26	18.26
JOB # 1	1	12346290	COOLANT 8.800	25.07	25.07	25.07
JOB # 1 TOTAL PARTS						4522.44

JOB # 1 TOTAL LABOR & PARTS 6422.44

J# 2 08CVZ MULTI POINT INSPECT TECH(S):29844 INTERNAL
PERFORM FREE MULTI POINT INSPECTION
INSPECTION PERFORMED
INSPECTION PERFORMED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3+01CVZLOFMOB MOBILE ONE TECH(S):29844 16.95
Added Operation (JEREMYK @ 09/26/2008 09:55)
CUSTOMER STATES: PERFORM OIL CHANGE WITH MOBILE ONE
PERFORMED OIL CHANGE WITH MOBILE ONE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	88984215	FILTER 1.836	7.12	5.04	5.04
JOB # 3	5	12345885	OIL 5W30S 8.800	9.95	7.31	36.55
JOB # 3 TOTAL PARTS						41.59
JOB # 3 TOTAL LABOR & PARTS						58.54

J# 4+00CVZ03 MISC. TECH(S):29844 WARRANTY
Added Operation (JEREMYK @ 10/09/2008 15:23)
AUTH PER KEITH GM DSM TO WARRANTY PRICE OF OIL PAN AND
WINDIGE TRAY.
INSTALLED PARTS UNDER JOB 1.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	12598151	PAN.OIL 1.426			WARRANTY
JOB # 4	1	12558253	DEFLECTOR 1.430			WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES / HAZ WASTE		15.00
JOB # 1	PROMO	ADVERTISING ACCOUNT		-200.00
JOB # 1	PROMO	ADVERTISING ACCOUNT		-200.00
JOB # 1	PROMO	ADVERTISING ACCOUNT		-200.00
JOB # 1	PROMO	ADVERTISING ACCOUNT		-65.00


Goodwrench

 **Parts**
THE FEELING IS GENUINE

The Reynolds and Reynolds Company, ERMINTINE, CC80121 Q (04/09)

GENGRAS CHEVROLET, INC.

585 CONNECTICUT BLVD. • EAST HARTFORD, CT 06108

SERVICE (860) 528-2575

PARTS (860) 528-2570 SALES (860) 528-1554

CUSTOMER NO.	ADVISOR JEREMY KRASIJ	28315	TAG NO.	INVOICE DATE 10/09/08
WINDSOR, CT	LABOR RATE	LICENSE NO.	MILEAGE 44,224	COLOR SILVER/
	YEAR / MAKE / MODEL 02/CHEVROLET/CAMARO/2 DOOR HATCHBACK			STOCK NO.
	VEHICLE I.D. NO. 2 G 1 F P 2 2 G 3 2			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE	P.O. NO.			SELLING DEALER NO.
COMMENTS				PRODUCTION DATE
				MO: 44260

LABOR & PARTS
J# 1 18CVZCEL

CK ENGINE LIGHT

TECH(S): 29844

1900.00

CUST STATES CHECK ENGINE LIGHT IS ON, CK AND ADVISE
BLOWS WHITE SMOKE AND RUNS ROUGH.
SCANNED FOR CODES. P0200 INJECTOR CONTROL CIRCUIT, P0300
ENGINE MISFIRE DETECTED, MISFIRE HISTORY SHOWS CYLINDERS
5,6,7,8 HAVE MISFIRES, STARTED ENGINE, SLIGHT ROUGH IDLE,
SMOKE OUT TAIL PIPE, MONITORED MISFIRE DATA, CYLINDERS 7,8
CURRENT, CONNECTED FUEL PRESSURE GAUGE TO VEHICLE TO
PERFORM FUEL INJECTOR TEST, WILL NO HOLD FUEL PRESSURE
HAS GOOD FUEL PRESSURE, BUT BLEEDS OFF AFTER PRIMEING,
POSSIBLE STUCK OPEN INJECTORS, NEED TO TEST CIRCUIT
REMOVED ALL SPARK PLUGS, ALL FUEL FOULED, 7,8 HAD EXCESSIVE
FUEL IN CYLINDER, INSPECTED WIREING TO INJECTORS, FOUND
CHAFED WIREING AT PCM, WIRE RUBBED AGAINST BULKHEAD AND
GROUNDED INJECTOR, FLOODED ENGINE WITH FUEL, FUEL IN OIL,
COMPRESSION TESTED CYLINDER 7, NO COMPRESSION, POSSIBLE
PISTON DAMAGE, HYDROSTATIC LOCK-UP, NEED TO REMOVE CYL HEAD
NUMBER 7 PISTON HAS SHATTERED, NEEDS A NEW ENGINE
DRAINED FLUIDS AND DISCHARGED A/C, REMOVED RADIATOR,
REMOVED WIREING HARNESS, REMOVED ENGINE, TRANSMISSION AND
FRONT SUBFRAME ASSEMBLY, REMOVED AND TRANSFERED ALL PARTS
FROM OLD ENGINE TO NEW ENGINE BLOCK, NEW ENGINE INCLUDES
NEW OIL PAN, WINDAGE TRAY AND OIL PICK-UP TUBE, ALL NEW
GASKETS, CLEANED OUT ORIGINAL INTAKE MANIFOLD OF DEBRIE FROM
DAMAGED ENGINE, INSTALLED NEW ENGINE WITH ALL ACCESSORIES
TO SUBFRAME, REINSTALLED TRANSMISSION TO ENGINE AFTER
CLEANING CLUTCH FLYWHEEL AND PRESSURE PLATE, INSTALLED
ENGINE, TRANS, SUBFRAME ASSEMBLY BACK INTO VEHICLE,
CONNECTED AND INSTALLED WIREING HARNESS, SUSPENSION SWAY BAR
RADIATOR, ETC. FILLED ENGINE WITH FRESH MOBIL ONE,
FILLED AND BLED COOLING SYSTEM OF AIR, BLED BRAKE LINES
FRONT AND REAR, BLED CLUTCH SLAVE CYLINDER, RECHARGED A/C
SYSTEM, TOPPED OFF POWER STEERING FLUID, REPAIRED WIRE ON
ENGINE HARNESS THAT CAUSED THE CIRCUIT FAULT FOR THE FUEL
INJECTORS, STARTED VEHICLE, RUNS SMOOTH, NO ROUGH IDLE
WARMED ENGINE, CHECKED FOR LEAKS, AND TOPPED FLUID OFF WHERE
NESSECARY, ROAD TESTED VEHICLE, DRIVE GOOD NO NOISES,
IDLES AND DRIVES FINE THROUGH RPM RANGE,


Goodwrench

**Parts**
THE FEELING IS GENUINE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	8		12609877	SPARK PLU 2.270	8.89	8.89	71.12
JOB # 1	1		89017548	ENGINE 0.000	4007.75	4007.75	4007.75
JOB # 1	2		12612045	GASKET 0.423	22.30	22.30	44.60
JOB # 1	1		12558760	GASKET 1.429	40.28	40.28	40.28
JOB # 1	1		12593252	GASKET 1.429	4.31	4.31	4.31
JOB # 1	1		12558178	GASKET 3.270	24.95	24.95	24.95
JOB # 1	1		12533587	GASKET KI 3.270	87.05	87.05	87.05
JOB # 1	2		12617944	GASKET 3.270	14.84	14.84	29.68
JOB # 1	1		12557840	BOLT/SCRE 0.662	5.31	5.31	5.31
JOB # 1	2		12610311	GASKET 1.079	5.20	5.20	10.40
JOB # 1	1		12557752	SEAL 1.724	5.29	5.29	5.29
JOB # 1	2		12551933	SEAL 1.097	7.85	7.85	15.70
JOB # 1	2		12553617	GASKET 3.680	1.63	1.63	3.26
JOB # 1	1		52474373	SEAL 9.222	9.07	9.07	9.07

