

JUL - 6 2011

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[REDACTED]
BROOKLYN, NEW YORK**PHONE:** [REDACTED]**E-MAIL:** [REDACTED]

June 27, 2011

National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue, SE
Washington, DC 20590

To Whom It May Concern:

I am writing to you concerning a dangerous technical/mechanical situation that recently happened regarding my 2007 Chevrolet Aveo. I purchased the car new on January 18, 2007 from the 86th Street Chevrolet Dealer at 1575 -86th Street, Brooklyn, New York 11228. In March, 2011, my Chevy Aveo had what appeared to be "brake trouble". The ABS light would come on 6 or 7 times a day and remain on. When I engaged the brake pedal, the car would force the pedal back up again, make a grinding noise, and then proceed to go another 3 or 4 feet before the car would stop. This almost caused me to have several accidents, as the car would not stop when the brake was engaged. I took the car to my mechanic (twice) and he could not find what was wrong with the car.

At this point, I took the car to the Chevy dealer. They kept the car for 3 days and charged me almost \$500.00 in labor costs because they could not detect what the problem was. Finally I was told that the left and right speed sensors were faulty and had shorted out and this is what caused the ABS light to come on and the brakes not to work properly. The sensors were telling the brakes "not to stop".

My husband works for the New York State Insurance Dept, Auto Division, and he looked at the Technical Service Bulletin (TSB) reports for the 2007 Chevy Aveo. Apparently, there was a TSB on April 1, 2008 on the service brakes and ABS Warning Lights on this car. When I told this to the Service Department at 86th Street Chevy, they told me that since my car is 4 years old and not under the 3 year warranty any more, even though there was a TSB on this, I would have to pay for the repair. They also told me that since my car is only 4 years old and currently has only 12,000 miles on it, that this part should not have worn out and caused this kind of a problem. They charged me \$865.07 to put in new sensors.

MC
071811
TGW

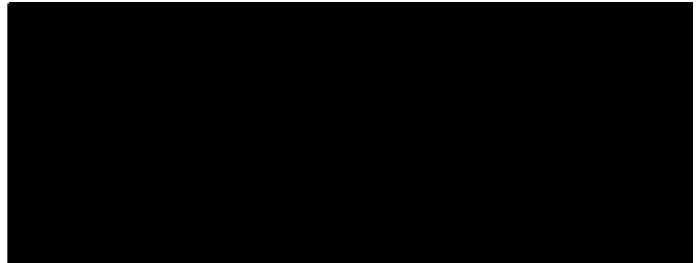
Being that this was such a dangerous situation, I am writing to you before someone else gets hurt. I almost had several accidents because my car would not stop. I pressed the brake pedal and the car just kept going. I almost got killed, and several times if I had not swerved the car when the brake would not work, I would have killed several pedestrians. I feel that this should have been considered a "recall" situation on this car. Chevy also should have honored the TSB report and done the repair for free. Since the TSB Report did not come out until April, 2008, it was under 3 years later that these sensors wore out on my car. Not to mention that driving with a defect like this on a car is extremely dangerous to me and to the public.

I contacted Mr. Daniel F. Akerson, Chairman and CEO of General Motors Corporation. He asked someone from the GM executive office, Julian Del Core, to get back to me. Mr. Del Core reviewed my complaint, and since this was a dangerous situation, General Motors called the Dealer and had them return \$400.00 to me. They told me that should the car be recalled for this problem, then the rest of the money would be returned to me as well. When I asked them to give that in writing, I was told they could not do that!

I am writing to you today, not to acquire the rest of the money, but I sincerely believe that if this situation on these cars is not rectified, I feel that there will be many people who will be getting hurt in many accidents. I was so frightened every time I would get behind the wheel of this car. I was afraid for myself and for what would happen to others if this car would not stop.

Can you please look into this matter and kindly let me know what can be done. I don't understand why this dangerous situation required a TSB, but not a "recall". Anything you can do to rectify this would be greatly appreciated.

/kab
Enclosure



Service Bulletin Number : SB-10-01-34-001

Date of Bulletin : JAN 01, 2010

NHTSA Item Number : 10034371

Component : ENGINE AND ENGINE COOLING ENGINE

Summary :

CHEVROLET HVAC BLOWER MOTOR INOPERATIVE, BLOWER MOTOR OPERATES ON HIGH SPEED ONLY (REPLACE BLOWER MOTOR AND RESISTER) THIS CONDITION MAY BE CAUSED BY AN OPEN RESISTOR. THE BLOWER MOTOR OPERATES CORRECTLY AFTER REPLACING THE RESISTER, BUT THE RESISTOR MAY FAIL AGAIN DUE TO A FAULTY BLOWER MOTOR. *PE

Make : CHEVROLET

Model : AVEO

Year : 2007

Manufacturer : GENERAL MOTORS CORP

Service Bulletin Number : SB-08-06-04-004

Date of Bulletin : JAN 01, 2010

NHTSA Item Number : 10032854

Component : ENGINE AND ENGINE COOLING ENGINE

Summary :

CHEVROLET/PONTIAC LXT, L91, POOR ACCELERATION, THROTTLE BODY FROZEN SHUT AND/OR STUCK CLOSED, MIL/SES LIGHT ILLUMINATED, DTC'S P1516, P2106 AND/OR P2110 SET IN EXTREMELY LOW TEMPERATURES WITH HIGH HUMIDITY CONDITION AFTER AN INITIAL COLD ENGINE START OR WHILE DRIVING. REDUCED ENGINE MODES (INSTALL PCV VALVE KIT AND REPROGRAM ECM). INCLUDES PONTIAC WAVE(CANADA ONLY) *PE UPDATED 11/5/10 *PE

Make : CHEVROLET

Model : AVEO

Year : 2007

Manufacturer : GENERAL MOTORS CORP

Service Bulletin Number : 070941007

Date of Bulletin : MAY 01, 2009

NHTSA Item Number : 10023980

Component : AIR BAGS,FRONTAL SENSOR/CONTROL MODULE

Summary :

AIRBAG READINESS LIGHT ON, DTC'S 52, 56, B1378 AND/OR B1382 SET (INSTALL UPDATED SIDE AIRBAG CONNECTOR). *NJ UPDATED 11/04/09 *PE

Make : CHEVROLET

Model : AVEO

Year : 2007

Manufacturer : GENERAL MOTORS CORP

Service Bulletin Number : SB-08-07-129-001

Date of Bulletin : JAN 01, 2009

NHTSA Item Number : 10027913

Component : POWER TRAIN AUTOMATIC TRANSMISSION

Summary :

GENERAL MOTORS E108247-SHIFTER CANNOT BE MOVED FROM PARK POSITION; UNABLE TO SHIFT OUT OF PARK. *PE UPDATED 5/14/09 *PE

Make : CHEVROLET

Model : AVEO

Year : 2007

Manufacturer : GENERAL MOTORS CORP

Service Bulletin Number : 08-06-04-023

Date of Bulletin : MAY 01, 2008

NHTSA Item Number : 10025447

Component : ENGINE AND ENGINE COOLING ENGINE

Summary :

E108117 - 1.6L L91, REDUCED ENGINE POWER, I/P LIGHT ON, DTC P2135, THROTTLE POSITION SENSOR. *PE UPDATED 8/26/08 *PE

Make : CHEVROLET

Model : AVEO

Year : 2007

Manufacturer : GENERAL MOTORS CORP

Service Bulletin Number : 08-06-23-003

Date of Bulletin : APR 01, 2008

NHTSA Item Number : 10025290

Component : SERVICE BRAKES, AIR ANTILOCK,ABS WARNING LIGHT

Summary :

ABS WARNING LIGHT ON, DTC 1200 OR 1203 SET (REPLACE FRONT ABS SENSOR). *PE

Make : CHEVROLET

Model : AVEO

Year : 2007

Manufacturer : GENERAL MOTORS CORP

Service Bulletin Number : SB-08-06-04-027

Date of Bulletin : APR 01, 2008

NHTSA Item Number : 10025422

Component : ELECTRICAL SYSTEM

Summary :

E108145-1.6L L91, SES LIGHT ILLUMINATED, P0420 CATALYST SYSTEM LOW EFFICIENCY, O2 LEAN LIMIT CODE P0131, P0133. *PE UPDATED 8/4/10 *PE

TECH.
SERVICE
BULLETIN
of 4/1/08

Bill From:



86th STREET CHEVROLET SAAB, INC.

1575 86th STREET - BROOKLYN, NEW YORK 11228

Sales 718 - 232-0200

Service 718 - 232-5900

Fax 718 - 236-9434

Parts 718 - 232-0133



NYS TAX NO
596

NYS TAX NO
1223503

CUSTOMER NO 66052		ADVISOR RICHARD VICIOSO		10203	TAG NO 1175	INVOICE DATE 03/24/11	INVOICE NO CVCS43503
[REDACTED]		LABOR RATE 119.90	LICENSE NO.	MILEAGE 12,498	COLOR WH/	DELIVERY DATE 01/18/07	DELIVERY NO 7B085989
BROOKLYN, NY [REDACTED]		YEAR MAKE MODEL 07/CHEVROLET/AVEO/AVEO				SELLING DEALER NO	
[REDACTED]		VEHICLE ID NO KL1TD56667B [REDACTED]				R.G. DATE 03/22/11	
[REDACTED]		BUSINESS PHONE		P.O. NO		MO: 1250	

*
* [] CASH [] CHECK CK NO. [] *
* *
* ☒ VISA [] MASTERCARD [] DISCOVER *
* *
* [] AMER XPRESS [] OTHER [] CHARGE *
*

AS A VALUED CUSTOMER OF 86TH STREET CHEVROLET WE
THANK YOU FOR YOUR BUSINESS!!
OUR GOAL IS FOR YOU TO BE "COMPLETELY SATISFIED".
WHEN YOU RECEIVE A SURVEY IN THE MAIL OR VIA EMAIL
PLEASE ANSWER QUESTION " 16 " COMPLETELY SATISFIED.
IF NOT PLEASE CONTACT LORI BRADY AT 718-232-5900.

TOTAL LABOR.... 598.60
TOTAL PARTS.... 240.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -47.96
TOTAL TAX..... 74.43

TOTAL INVOICE \$ 865.07

CUSTOMER SIGNATURE

86TH ST CHEVROLET INC
1575 86 ST
BROOKLYN NY 11228

TERMINAL I.D.: 8240
MERCHANT #: 498834050000614
VISA

SALE
BATCH: 000057 INVOICE: 043563
DATE: MAR 24, 11 TIME: 13:39
AUTH NO: 045578

TOTAL \$865.07

ALL SALES FINAL

CUSTOMER COPY

Bill From

86th STREET CHEVROLET SAAB, INC.

1575 86th STREET - BROOKLYN, NEW YORK 11228
Sales 718 - 232-0200 Service 718 - 232-5900
Fax 718 - 236-9434 Parts 718 - 232-0133



NYC • DC • 1223593

LIC NO
546

66052		ADVISOR RICHARD VICIOSO		10203	TAG NO 1175	INVOICE DATE 03/24/11	INVOICE NO CVCS43503
[REDACTED] BROOKLYN, NY		LABOR RATE 119.90	LICENSE NO		MILEAGE 12,498	COLOR WH/	ST VINCENT 7B085989
YEAR MAKE MODEL 07/CHEVROLET/AVEO/AVEO						DELIVERY DATE 01/18/07	DECISION B 42
VEHICLE I.D. NO. K L 1 T D 5 6 6 6 7 B [REDACTED]						SELLING DEALER NO.	PHONE
BUSINESS PHONE		P.O. NO.		R.O. DATE 03/22/11			
COMMENTS							

JOB# 1 CHARGES

LABOR--
J# 1 40CVZ

BRAKES
CUSTOMER STATES ABS LIGHT IS COMING ON-BRAKE PEDAL
WILL PUSH BACK-CK/RP
CHECKED AND FOUND CODE C1203-R/S FRONT CIRCUIT IS OPEN-
CHECKED FURTHER AND FOUND BOTH FRONT SPEED SENSORS ARE
FAULTY(SHORTED OUT)-
REPLACED LEFT AND RIGHT SIDE FRONT SPEED SENSORS-
CLEARED CODE-ROAD TESTED AND RECHECKED.O.K.

HOURS: TECH(S):10215 479.60

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
1 96959997 SENSOR 4.710 120.00 120.00 120.00
1 96959998 SENSOR 4.710 120.00 120.00 120.00
TOTAL - PARTS 240.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
10L 10% OFF LABOR -47.96
TOTAL - MISC -47.96

JOB# 1 TOTALS-----
LABOR 479.60
PARTS 240.00
MISC -47.96

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 671.64

LABOR--
J# 2 00CVZDIAG

DIAG CHARGE
CUSTOMER AGREES TO \$149.00 DIAGNOSTIC CHARGE, PLUS TAX
CUSTOMER WILL PAY \$119.90 FORR DIAGNOSTIC-
DISCOUNTED DIAGNOSTIC CHARGE

HOURS: TECH(S):10215 119.00

JOB# 2 TOTALS-----
LABOR 119.00
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 119.00

[REDACTED]
BROOKLYN, NEW YORK [REDACTED]

TRIBORO NY 112
BKLYN-QNS-STATEN ISL
28 JUN 2011 PM 1 T



NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVENUE, SE
WASHINGTON, D.C. 20590

ATT. DIRECTOR

