

my step daughter was going to call a wrecker because she thought it was overheating when it wasn't

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline 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		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received MAR - 5 2012 10-FEB-2012		Repository <input type="checkbox"/> Reference No. 10447391	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number Same			
City INVERNESS		State FL		Zip Code [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G1WW12E84[REDACTED]		Make CHEVROLET		Model MONTE CARLO	
Model Year 2004		Date Purchased 4-10-07 2007		Dealer's Name and Telephone Number Bill Heard	
Engine: No: Cylinders 6		Fuel Type: Gas			
Original Owner <input checked="" type="checkbox"/>		Dealer's City Buford		State Ga	
Zip Code 30518		Transmission Type Auto		Antilock Brakes <input type="checkbox"/>	
Cruise Control <input checked="" type="checkbox"/>		Powertrain		Multiple Failure: INSTANT CLUSTER SPEED HEAT GAUGE	
Incident Date(s) 01-FEB-2010 2006 - present					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 80000	
				Failure Speed all speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make BF Goodrich		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
				Number of Deaths	
				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 parts available).					
TL* THE CONTACT OWNS A 2004 CHEVROLET MONTE CARLO. THE CONTACT STATED THE SPEEDOMETER DISPLAYED THE INCORRECT SPEED ON THE INSTRUMENT PANEL WHILE DRIVING ON A HIGHWAY. THE DEALER AND MANUFACTURER WERE NOTIFIED, BUT DENIED ANY ASSISTANCE WITH REPAIRING THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 80,000 AND THE CURRENT MILEAGE WAS 120,000.					
THIS IS A KNOWN DEFECT ON GM VEHICLES FROM 2002 THRU 2010 BUT YET GM CONTINUED TO USE THE SAME TVFP CLUSTER INDICATES HOT ENGINE WHEN IN FACT IT IS NOT HOT AT ALL. COULD PROVE FATAL BECAUSE SOME MIGHT NOT BELIEVE THERM GAUGE WHEN IT IS					
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.					

hot and stands them in the presence of snow

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Speedometer Fails at all speeds (example:)
120 MPH in School Zone
Heat Gauge indicates way past 265° when in fact it
is normal

odometer and gauges will return to normal by stopping vehicle
and turning switch on and off

These cluster gauges were defect on many models of
GM cars starting 2002 and were still be used by GM till 2010
knowing they were defective hundreds of complaints have
been lodged with dealer but they do not seem to care.

one dealer quoted me a charge of 650.00 for repair, I had it
repaired for 91.00 total cluster repair
these things have caused many people to receive speeding ticket

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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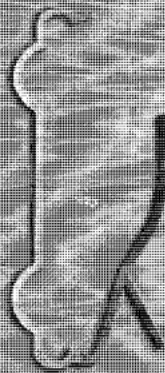


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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration