

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10450079
Date: Wednesday, March 14, 2012 8:30:30 AM
Attachments: [10450079.pdf](#)
[10450079.doc](#)

eq-10450079-7689

Report Vehicle Safety Defects!



www.safercar.gov

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, March 13, 2012 5:27 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10450079

From: [REDACTED]
Sent: Tuesday, March 13, 2012 5:03 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10450079

Hello,

I received an email stating to edit any necessary information and provide a more detailed description of the problem. When I tried to edit the PDF it did not work, so I am attaching a word document, as well as the PDF, with the additional information. If there is anything else I need to provide, please feel free to contact me.

Thank you for your response,

[REDACTED]



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

02-MAR-2012

Repository ☐

Reference No.
10450079

OWNER INFORMATION (Type or Print)

Name

Address

City FAIRFIELD

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

3G1JH12F94S

Make

CHEVROLET

Model

CAVALIER

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-DEC-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

60650

Failure Speed

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

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 part is available).

TL* THE CONTACT OWNS A 2004 CHEVROLET CAVALIER. WHILE EXAMINING THE VEHICLE THE CONTACT NOTICED THAT THE INSTRUMENT PANEL GAUGES WERE NOT FUNCTIONING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE INSTRUMENT PANEL WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS 61,000 AND THE FAILURE MILEAGE WAS 60,650.

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.

NHTSA: Follow up to ODI Complaint: 10450079

Hello,

I received an email about my complaint, number listed above, and was informed to elaborate on my form. I was not able to edit the PDF provided, so I added a "sticky note". Just in case that does not work, I am sending what I added to the PDF in this Word Document. I am also adding photographs to this document so you can better see what the problem is when the car is on and off.

The problem started with the gas gauge. That was an on and off problem and it continued to worsen. It had reached its worse on December 2, 2011 with mileage of 60,650. It then went from the gas gauge needle blocking my temperature gauge, which caused that needle to not work properly, to the needle facing down toward the steering wheel. Now both my gas gauge and temperature gauge needles are facing the steering wheel. (They went around clockwise and are facing at about 6 o'clock when the range should be from 8-12 o'clock) My temperature gauge needle had blocked my speedometer needle which prevented that from working properly. I feel this is a safety issue because I do not know when I am in need of gas, I do not know if my engine is overheated, and I do not know my proper speed. The current mileage was 61,700 miles not 61,000. The current mileage now is 61,836. I did take my car to the local Chevrolet and I was told that I would have to replace my whole gauge cluster which costs about \$650 plus labor. If I replace the gauge cluster as they stated, I would be putting more money into my car than the car is worth. I have found multiple forums and site with customers complaining about the exact problem. I contacted General Motors on December 6, 2011 to report this problem and they stated that there was no recall, that my car is old, and to take my car in to get it serviced and call them back with a service tag number. I told the representative that customers do not know about their contact number because it is not well known that if there is an issue, there are different procedures to go through.

Continued on the next page are the pictures that I am providing that show that my gauges not working properly.

12/02/2011 (Car is parked)



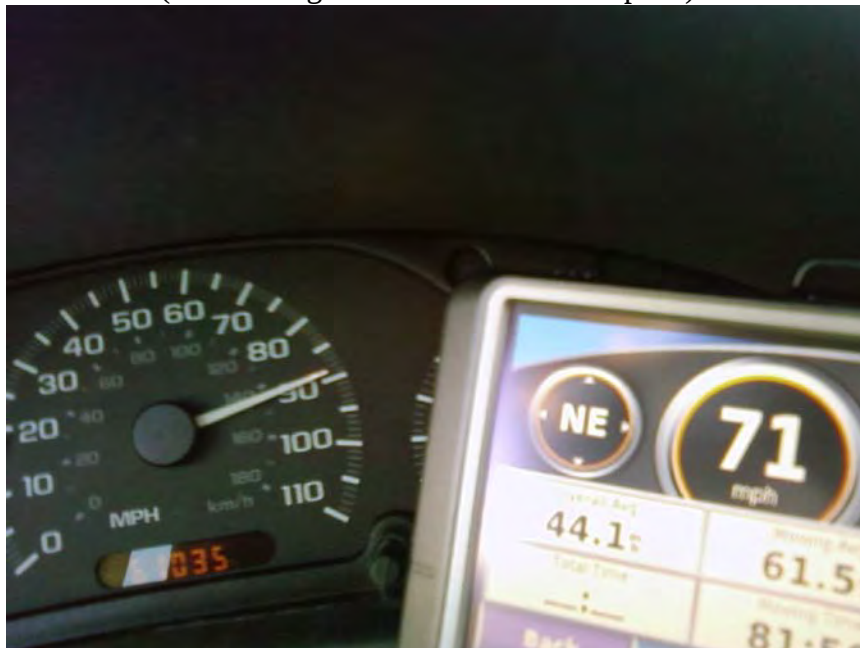
01/13/2012 (Car is parked)



01/17/2012 (Car is parked)



01/17/2012 (Car moving and shows inaccurate speed)



01/17/2012 (Car turned off)



02/22/2012 (Car is parked)



02/22/2012 (Car is off)



03/13/2012 (Car is parked)



Below I am including some of the Web Sites I came across from many customers regarding the same problem (gauges).

- http://www.carcomplaints.com/Chevrolet/Cavalier/2004/accessories-interior/gauges_gone_haywire.shtml
 - o Web site with other customer complaints about the car dating from January 17, 2007.
- http://www.carcomplaints.com/Chevrolet/Cavalier/2004/accessories-interior/speedometer_stopped_working.shtml
 - o Same complaints but mainly about speedometer dating back August 24, 2006
 - o Also states problems about horn not working
- http://www.fixya.com/search/p695565-chevrolet_2004_cavalier/gauges
 - o Multiple problems ranging from gauge problems to car not starting
- http://www.safety-db.com/en/nhtsa/odi/search/complaints/vehicle/1?vehicle_year=2004&vehicle_make=CHEVROLET&vehicle_model=CAVALIER
 - o Multiple problems including gauges
- <http://www.2carpros.com/questions/chevrolet-cavalier-chevy-cavalier-gauges-read-wrong>
 - o Unresolved gauge problems
- <http://www.topix.com/forum/autos/chevrolet-cavalier/T0L9EQTSKF425KOPS>
 - o Same problems with different years of Cavaliers as well

Thank you for your quick response and I hope this helps.

