


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

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation  <b>National Highway Traffic Safety Administration</b></p>		<p>Date Received  <b>JUL 26 2012</b></p>	<p>Repository <input type="checkbox"/></p>
<p>03-JUL-2012</p>		<p>Reference No.          10464062</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number          [REDACTED]</p>	<p>E-mail Address          [REDACTED]</p>
<p>Address [REDACTED]</p>		<p>Evening Telephone Number  <b>same</b></p>	
<p>City          MONTICELLO</p>	<p>State          KY</p>	<p>Zip Code          [REDACTED]</p>	
<p><i>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).</i></p>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  <b>1G1Y432GWS [REDACTED]</b></p>		<p>Make          CHEVROLET</p>	<p>Model          CORVETTE</p>
<p>Model Year  <del>2004</del> <b>1998</b></p>		<p>Engine:          No: Cylinders  <b>08</b></p>	
<p>Date Purchased  <b>8-18-10</b></p>	<p>Dealer's Name and Telephone Number          [REDACTED]</p>		<p>Fuel Type:  <b>prem</b></p>
<p>Original Owner  <input type="checkbox"/></p>	<p>Dealer's City          [REDACTED]</p>	<p>State          [REDACTED]</p>	<p>Zip Code          [REDACTED]</p>
<p>Transmission Type  <b>AUTO</b></p>	<p><input checked="" type="checkbox"/> Antilock Brakes  <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain  <b>LSI 350</b></p>	<p>Multiple Failure:  <b>yes</b></p>
<p>Incident Date(s)  <b>8-16-10</b></p>		<p>15-JUL-2008</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: 010000 STEERING</p>		<p>Failure Mileage  <del>51000</del>  <b>52929</b></p>	<p>Failure Speed</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment  <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p><b>APPLICABLE INCIDENT INFORMATION</b>  <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>			
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured          0</p>	<p>Number of Deaths          0</p>
<p>Reported to Police          N</p>		<p>Narrative Description of Incident(S), Crash(es), and Injury(ies).  <b>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).</b></p>	
<p>TL* THE CONTACT OWNS A 2004 CHEVROLET CORVETTE. THE CONTACT STATED THAT THE VEHICLE CONTINUED TO STALL. THE VEHICLE WAS TAKEN TO THE DEALER SIX TIMES TO HAVE REPAIRS PERFORMED UNDER NHTSA CAMPAIGN ID NUMBER: 04V060000 (STEERING: COLUMN LOCKING; ANTI-THEFT DEVICE) BUT TO NO AVAIL. THE MANUFACTURER ADVISED THAT THEY WERE UNAWARE OF HOW TO REMEDY THE ISSUE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS <del>51,000</del> AND THE CURRENT MILEAGE WAS 65,000.  <b>52929</b></p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

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

87610 Took in for Recall Took Lock out didn't Put a  
K Harrison said it didn't need it Out again Towed Back in  
#125 They put K Harrison on  
Took Back to Drak Chen 5-25-12 Put another Harrison didn't fix  
They refer to Somerset

2 Trips to Somerset Bills Enclosed Last Time seems to be OK.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Have 300<sup>00</sup> in New  
Bills - On SD in WOs  
To old to Reimburse

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

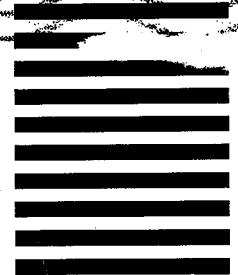
Official Business  
Penalty for Private Use \$300

LEXINGTON KY 405

30 JUL 2012 PM 11



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



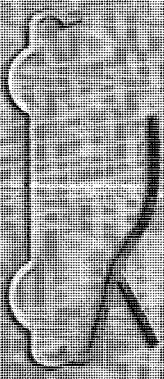
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
U.S. DEPARTMENT OF TRANSPORTATION  
1200 NEW JERSEY AVENUE SE  
WASHINGTON, DC 20077-9382



# DRAKE

Chevrolet • Chrysler • Dodge • Ram • Jeep  
912 North Main Street • Monticello, KY 42633  
(606) 348-3343 Fax: (606) 348-7475



38306

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		1G1YY32G2W5 [REDACTED]		60000	07/19/12	38306
[REDACTED] KY [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]		98	CHEVROLET	CORVETTE		00726
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
		[REDACTED]	-		00/00/00	015
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		60000	05/25/12	00/00/00	

GUARANTEE; G.M. & CHRYSLER PARTS ONLY AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS OR 4,000 MILES WHICH EVER OCCURS FIRST. PARTS HOUSE OR AFTER MARKET PARTS ARE NOT COVERED BY DRAKE.

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states serv steering column-veh dies when trying to take off Cor refer customer to dealer in somerset						
** TAC CASE # 71-10-709930						
WAS ADVISED SEVERAL CASES -SIMULAR ISSUES-TEST ALL GROUNDS -IF OK TRY RELAY						
A18				Line Total.....		

*Put K harness on lasted 2 weeks had to get Towed Back in Somerset Couldn't fix it had to Tow it to Dealer in Somerset*

TOTAL-CUSTOMER. NoCharge

*2 Trups*

CUSTOMER COPY - PAGE 01

Printed: 07/19/2012 @ 10:15

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



# DRAKE

Chevrolet • Chrysler • Dodge • Ram • Jeep  
 912 North Main Street • Monticello, KY 42633  
 (606) 348-3343 Fax: (606) 348-7475

CHRYSLER



INSPIRATION COMES STANDARD

## DODGE

## Jeep

MONTICELLO		KY		[REDACTED]		VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
						1G1YY32G2W5 [REDACTED]	52929	09/21/10	31949 C EOD - C
				YEAR	MAKE	MODEL	COLOR	TAG NO.	
				98	CHEVROLET	CORVETTE		00371	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS		
		[REDACTED]	-		00/00/00	076	CASH		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE				
	00/00/00		52929	08/16/10	00/00/00				

GUARANTEE; G.M. & CHRYSLER PARTS ONLY AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS OR 4,000 MILES WHICH EVER OCCURS FIRST. PARTS HOUSE OR AFTER MARKET PARTS ARE NOT COVERED BY DRAKE.

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states steering wheel locked						
Cau recall04006						
Cor install new column wire harness and discard steering wheel lock						
			A64		W	
			19244028 HARNESS K	1	W	
Line Total.....						

TOTAL-CUSTOMER NoCharge

2 Trips Took Lock out - didn't put K Harness on  
 1st time cost \$125.00 to get Towed BACK  
 To Dealership put K Harness on 2nd Time

CUSTOMER COPY - PAGE 01

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On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

# DON FRANKLIN

## CHEVROLET, BUICK & GMC, INC.

345 SOUTH HIGHWAY 27  
PO BOX 700  
SOMERSET, KY 42502  
(606) 678-4141

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number
6/16/12	6039179/1
R/O Close Date	Status
6/28/12	Final
Mileage In	Mileage Out
65308	65385
Service Advisor / Tag #	
STEVEN L. FIELD/419*W*	

MONTICELLO, KY			Work Phone	Vehicle Identification Number	
			Home Phone	1G1YY32G2W5	
Year	Make	Model	Body	Color	License Number
1998	CHEVROLET	CORVETTE	2DR CONVERTIBLE		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 510: ELECTRICAL SYSTEM CUSTOMER STATES SERVICE COLUMN LOCK LIGHT IS ON CHECK AND ADVISE Corrected byN2829: RELAY ENGINE WIRING REPLACE Work performed by 91120(120) 0.80hrs Installed 19244028 :HARNES KIT (02195-C) Qty: 1 PERFORMED DIAGNOSIS TEST FOUND DTC B2587, B2592, B2723, REPLACED STEERING COLUMN LOCK RELAY HARNES, APPLIED DIELECTRIC GREASE TO ALL CONNECTORS, TEST DROVE VEHICLE SEVERAL MILES, RETESTED GOOD, CUSTOMER ENTHUSIASM FOR CUSTOMER SATISFACTION</p>	Warranty Warranty
<p>#2 * 510: ELECTRICAL SYSTEM CUSTOMER STATES REMOVE KEY FOR 10 SEC LIGHT IS ON Corrected byN1720: FUSE REPLACE Work performed by 91120(120) 0.20hrs Installed 12092079 :FUSE (08965-BOPCKT) Qty: 1 CHECKED AND FOUND BLOWN FUSE 10 AMP, REPLACED FUSE AND RETESTED GOOD, CUSTOMER ENTHUSIASM FOR CUSTOEM R SATISFACTION</p>	Warranty Warranty
<p>#3 * MISC: MISC FUEL FOR TESTING Work performed by HOUSE(999) 0.00hrs @ .00 Work performed by WEST80 : 294188 Labor:: Work performed by WEST80 : 294188 Parts: FUEL FOR TESTING PURPOSES</p>	20.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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 of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

*Lasted Friday to  
Sun day had to  
Towed Back to  
Dealer Ship  
To  
2 Trays*

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

# DON FRANKLIN

**CHEVROLET, BUICK & GMC, INC.**

345 SOUTH HIGHWAY 27  
PO BOX 700  
SOMERSET, KY 42502  
(606) 678-4141

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number				
7/02/12	6039550/1				
R/O Close Date	Status				
7/06/12	Pre-Invoice				
Mileage In	Mileage Out				
65418	65418				
Service Advisor / Tag #					
STEVEN L. FIELD/762					
Vehicle Identification Number					
1G1YY32G2W5					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
1998	CHEVROLET	CORVETTE	2DR CONVERTIBLE		

MONTICELLO, KY		Work Phone
		Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 450: STEERING SYSTEM</p> <p>CUSTOMER STATES VEHICLE STATES SERVICE COLUMN LOCK Corrected by E7501: LOCKING PARTS, RACK/SECTOR/LOCK BOLT/ACTUATOR ROD, STEERING COLUMN TILT R</p> <p>Work performed by 91120(120) 1.70hrs Installed 88965331 :LOCK (02195-C) Qty: 1</p> <p>PERFORMED DIAGNOSIS TEST FOUND NO DTCS, CALLED GM TAC CASE 71-1070993044, WAS ADVISED TO INSPECT GROUNDS ON CIRCUITS G201-G202, REPLACED STEERING C COLUMN LOCK ACTUATOR AND REMOVED RECALL RELAY POLICY DECISION FOR CUSTOMER SATISFACTION</p>	<p>Warranty Warranty</p>
<b>Total Fees Amount</b>	

RMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other loss 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing for inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto."

CLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither represents nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>.00</b>

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**