


SEP 11 2014

 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 01-JUL-2014	Repository <input type="checkbox"/> Reference No. 10607477
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	E-mail Address
LIZMORES	WV		NOEMAIL@UNK.GOV
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 2G1WW15E119		Make CHEVROLET	Model Year 2001
Date Purchased 6-21-2002	Dealer's Name and Telephone Number Telfords Chevrolet		Model MONTE CARLO
Original Owner <input checked="" type="checkbox"/>	Dealer's City Clay	State WV	Engine: 3400 No: Cylinders 6
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Fuel Type: gas
		Multiple Failure:	Incident Date(s) 16-JUL-2009
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage	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: DOTM4L9ABC036)	<input type="checkbox"/> Original Equipment <input 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 OWNS A 2001 MONTE CARLO. THE CONTACT STATED THAT THE VEHICLE FAILED TO START UNLESS THE KEY WAS SHAKEN IN THE IGNITION. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE HEAD GASKET NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 110,597.			
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.			

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

See enclosed Service Records for incidents

Current failures

- 1 Ignition Switch
- 2 Dimmer Switch
- 3 Coolant Fans
- 4 loose steering
- 5 Faulty Brakes
- 6. Catalytic Converter and exhaust system
- 7. Electrical System
- 8. fuel System

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

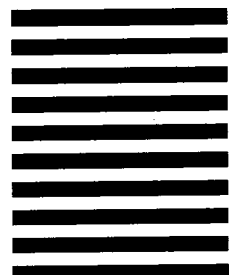
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



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BUSINESS REPLY MAIL
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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**

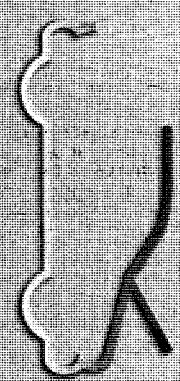


Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.




or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners: Check for recalls at www.safercar.gov
U.S. Department of Transportation
National Highway Traffic Safety Administration

U.S Department

08-19-2014

Of Transportation

complaint #

National Hwy Traffic

10607477

Safety Administration

1200 New Jersey Ave. SE.

Washington, D C 20590

[REDACTED]

Lizemores WV [REDACTED]

To Whom It May Concern;

I am requesting that my car a 2001 Monte Carlo VIN # 2G1WW15E119 [REDACTED] be put on the recall list. 1. for faulty Ignition, 2. Also that it be added to all former recall list that exist or existed on this model car, 3. I am requesting a written statement making this retroactive so I may request that General Motors *fix* my existing problems with my car and that I may be able to claim reimbursement for money that I have spent to fix these issues with my car, when clearly it should have been on the recall list from the beginning and fixed by the manufacture. I look forward to a speedy resolve to this situation, thank you.

Sincerely

[REDACTED]

[REDACTED]

Enclosures;

Recall list

Detailed services records for each of these issues

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2001 Chevrolet Monte Carlo Recalls


Overview

Model Summary

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	2001 Chevrolet Monte Carlo	
	Average Resale Value: \$4,123	PRICE NEW MODEL
	MPG Range: 20 - 32 mpg	SEARCH CLASSIFIEDS
	Bodystyles: Coupe	

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Safety Features	Crash Test Ratings	Recalls
Recall ID # 45675 - FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY:PRESSURE RELIEF DEVICES + Full Details		
Recall Date	MAR 12, 2007	
Component	FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY:PRESSURE RELIEF DEVICES	
Model Affected	Monte Carlo	
Potential Units Affected	742	
Recall ID # 104932 - ELECTRICAL SYSTEM:IGNITION + Full Details		
Recall Date	JUL 03, 2014	
Component	ELECTRICAL SYSTEM:IGNITION	
Model Affected	Monte Carlo	
Potential Units Affected	6729742	
Recall ID # 85288 - ENGINE AND ENGINE COOLING + Full Details		
Recall Date	APR 08, 2009	
Component	ENGINE AND ENGINE COOLING	
Model Affected	Monte Carlo	
Potential Units Affected	1497516	
Recall ID # 85414 - STEERING + Full Details		
Recall Date	FEB 17, 2009	
Component	STEERING	

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Model Affected	Monte Carlo
Potential Units Affected	979
Recall ID # 6123 - SEAT BELTS + Full Details	
Recall Date	AUG 07, 2000
Component	SEAT BELTS
Model Affected	Monte Carlo
Potential Units Affected	156305
Recall ID # 81188 - STEERING + Full Details	
Recall Date	OCT 17, 2008
Component	STEERING
Model Affected	Monte Carlo
Potential Units Affected	3855
Recall ID # 6643 - AIR BAGS + Full Details	
Recall Date	AUG 29, 2000
Component	AIR BAGS
Model Affected	Monte Carlo
Potential Units Affected	580


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

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2001 Chevrolet Monte Carlo

Average Resale Value: \$4,123

MPG Range: 20 - 32 mpg

Bodystyles: Coupe

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Safety Features	Crash Test Ratings	Recalls
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Recall ID # 45675 - FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY:PRESSURE RELIEF DEVICES Hide Details

Recall Date:
MAR 12, 2007

Model Affected:
2001 Chevrolet Monte Carlo

Summary:
CERTAIN DELPHI FUEL PRESSURE REGULATORS, P/NOS. FP10020-11B1, FP10026-11B1, AND FP10027-11B1, SOLD AFTER JANUARY 9, 2007, AS AFTERMARKET EQUIPMENT FOR VARIOUS PASSENGER VEHICLES LISTED ABOVE. THE UNIVERSAL PRESSURE REGULATORS (UPR) WERE PRODUCED WITHOUT AN O'RING AND RETAINER.

Consequences:
FUEL MAY LEAK, POSSIBLY RESULTING IN A FIRE.

Remedy:
DELPHI WILL NOTIFY OWNERS AND REPLACE THE UPR FREE OF CHARGE. THE RECALL BEGAN ON APRIL 23, 2007. OWNERS CAN CONTACT DELPHI AT 877-411-8770.

Potential Units Affected:
742

Notes:
DELPHI

Recall ID # 104932 - ELECTRICAL SYSTEM:IGNITION Hide Details

Recall Date:
JUL 03, 2014

Model Affected:
2001 Chevrolet Monte Carlo

Summary:
This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) notified the agency on July 3, 2014, that they are recalling 6,729,742 model year 2000-2005

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Chevrolet Impala and Monte Carlo, 1997-2005 Chevrolet Malibu, 1999-2004 Oldsmobile Alero, 1998-2002 Oldsmobile Intrigue, 1999-2005 Pontiac Grand Am and 2004-2008 Pontiac Grand Prix vehicles. In these models, the weight on the key ring and/or road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

Consequences:

If the key is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury.

Remedy:

GM will notify owners, and dealers will provide two replacement key rings and key cover on all ignition keys, free of charge. The manufacturer has not yet provided a notification schedule. GM's number for this recall is 14350.

Potential Units Affected:

6729742

Notes:

General Motors LLC

Recall ID # 85288 - ENGINE AND ENGINE COOLING
 Hide Details
Recall Date:

APR 08, 2009

Model Affected:

2001 Chevrolet Monte Carlo

Summary:

GENERAL MOTORS IS RECALLING 1,497,516 MY 1997-2003 BUICK REGAL, MY 1998-2003 CHEVROLET LUMINA, MONTE CARLO AND IMPALA, MY 1998-1999 OLDSMOBILE INTRIGUE, MY 1997-2003 PONTIAC GRAND PRIX VEHICLES EQUIPPED WITH A 3.8L V6 NATURALLY ASPIRATED ENGINE. SOME OF THESE VEHICLES HAVE A CONDITION IN WHICH DROPS OF ENGINE OIL MAY BE DEPOSITED ON THE EXHAUST MANIFOLD THROUGH HARD BRAKING.

Consequences:

IF THE MANIFOLD IS HOT ENOUGH AND THE OIL RUNS BELOW THE HEAT SHIELD, IT MAY IGNITE INTO A SMALL FLAME AND MAY SPREAD TO THE PLASTIC SPARK PLUG WIRE CHANNEL AND BEYOND INCREASING THE RISK OF AN ENGINE COMPARTMENT FIRE.

Remedy:

DEALERS WILL REMOVE THE SPARK PLUG WIRE RETENTION CHANNEL AT THE FRONT OF ENGINE AND INSTALL TWO NEW SPARK PLUG WIRE RETAINERS FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING MAY 2009. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438, OLDSMOBILE AT 1-800-630-6537, AND PONTIAC AT 1-800-620-7668 OR [HTTP://WWW.PONTIAC.COM](http://www.pontiac.com) OR [HTTP://WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

Potential Units Affected:

1497516

Notes:

GENERAL MOTORS CORP.

Recall ID # 85414 - STEERING
 Hide Details
Recall Date:

FEB 17, 2009

Model Affected:

2001 Chevrolet Monte Carlo

Summary:

DORMAN IS RECALLING 979 STEERING KNUCKLES, DORMAN P/NOS. 697-902 AND 697-903, SOLD UNDER DORMAN'S "OE SOLUTIONS"™ BRAND NAME, AND NAPA P/NOS. 7-8502 AND 7-8503 WHICH WERE SOLD FOR REPLACEMENT USE ON THE VARIOUS VEHICLES LISTED ABOVE. A POTENTIAL MATERIAL OR DESIGN DEFECT COULD RESULT IN THE STEERING KNUCKLE BREAKING IN THE HUB AREA.

Consequences:

A BROKEN STEERING KNUCKLE COULD RESULT IN LOSS OF STEERING CONTROL AND A POSSIBLE CRASH WITHOUT WARNING.

Remedy:

DORMAN WILL NOTIFY OWNERS AND REPLACE THE DEFECTIVE STEERING KNUCKLES FREE OF CHARGE AND REIMBURSE THE REPAIR FACILITY OR

OWNER FOR LABOR. THE RECALL BEGAN ON FEBRUARY 23, 2009. OWNERS MAY CONTACT DORMAN'S TOLL-FREE HOTLINE AT 1-800-523-2492.

Potential Units Affected:
979

Notes:
DORMAN PRODUCTS, INC.

Recall ID # 6123 - SEAT BELTS

Hide Details

Recall Date:
AUG 07, 2000

Model Affected:
2001 Chevrolet Monte Carlo

Summary:
VEHICLE DESCRIPTION: PASSENGER VEHICLES, LIGHT DUTY TRUCKS, SPORT UTILITY VEHICLES, AND MINI VANS EQUIPPED WITH TRW SEAT BELT BUCKLE ASSEMBLIES. THE BUCKLE BASE OF THESE SEAT BELT ASSEMBLIES WERE NOT PROPERLY HEAT TREATED AND THEREFORE DO NOT PASS THE LOAD BEARING REQUIREMENT OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 209, "SEAT BELT ASSEMBLIES."

Consequences:
IN THE EVENT OF A VEHICLE CRASH, THE OCCUPANT MAY NOT BE PROPERLY RESTRAINED.

Remedy:
DEALERS WILL INSPECT THE VEHICLE'S SAFETY BELT BUCKLE ASSEMBLY DATE CODES AND, IF NECESSARY, WILL REPLACE ANY SAFETY BELT BUCKLE ASSEMBLY.

Potential Units Affected:
156305

Notes:
GENERAL MOTORS CORP.

Recall ID # 81188 - STEERING

Hide Details

Recall Date:
OCT 17, 2008

Model Affected:
2001 Chevrolet Monte Carlo

Summary:
DORMAN PRODUCTS IS RECALLING 3,900 INTERMEDIATE STEERING SHAFTS DORMAN PART NOS. 425-151, 425-152, AND 425-153, (SOLD UNDER DORMAN'S "OE SOLUTIONS" BRAND NAME), BALKAMP #'S 7-3057, 7-3058, 7-3059 (SOLD UNDER THE "NAPA" BRAND NAME), AND PLATINUM PARTS #'S 2425151, 2425152, AND 2425153 MANUFACTURED DURING THE MONTH OF SEPTEMBER 2007. THESE REPLACEMENT STEERING SHAFTS CAN BE USED ON THE VEHICLES LISTED ABOVE. THE WELD CONNECTING THE INNER TUBE TO THE OUTER TUBE MAY BE DEFECTIVE.

Consequences:
IF THE WELD FAILS, LOSS OF STEERING COULD RESULT, POSSIBLY RESULTING IN A VEHICLE CRASH.

Remedy:
DORMAN WILL NOTIFY OWNERS AND REPLACE THE STEERING SHAFTS FREE OF CHARGE. THE RECALL BEGAN ON OCTOBER 16, 2008. OWNERS MAY CONTACT DORMAN TOLL FREE AT 1-800-523-2492.

Potential Units Affected:
3855

Notes:
DORMAN PRODUCTS, INC.

Recall ID # 6643 - AIR BAGS

Hide Details

Recall Date:
AUG 29, 2000

Model Affected:
2001 Chevrolet Monte Carlo

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE AIR BAG SENSING AND DIAGNOSTIC MODULES (SDM) COULD EXPERIENCE A MEMORY ERROR RESULTING IN THE AIR BAGS NOT DEPLOYING IN A CRASH SITUATION.

Consequences:

IN A CRASH, A FRONT SEAT OCCUPANT MAY RECEIVE MORE SERIOUS INJURIES.

Remedy:

DEALERS WILL REPLACE THE SENSING AND DIAGNOSTIC MODULE.

Potential Units Affected:

580

Notes:

GENERAL MOTORS CORP.

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RO: 104486
 Tag:
 Make: CHEV
 Model: MONTC
 Year: 2001
 Vehid: [REDACTED]
 Name 1: [REDACTED]
 Name 2:
 Phone:
 E-mail: [REDACTED]
 Comment:

Estimate: 0.00
 Opened: 09/02/2010 11:23 AM
 Promised: 07/16/2014 11:23 AM
 Est. Completion:
 Closed: 09/02/2010
 Payment:

Advisor: 25
 Appt.:
 Waiter: No
 SORs: No
 Selling Dir:
 Rental:
 Special:

Line Request	Est. Dur.	Actual	Tech	Disp. Code	Comeback
A COOLANT AND OIL LEAK AT INTAKE GASKETS PROBABLE OTHER OIL LEAKS UNDERNETH • 0103 DIAGNOSTICS (L-Type:C SA:25 Sold:1.00)	0.00	0.00	6		
B COOLANT FANS WORKING AS DESIGNED AT THIS TIME • 99 (L-Type:I SA:25 Sold:0.00)	0.00	0.00	6		
C MAJOR OIL LOSS LOW OIL LIGHT WORKING AS DESIGNED • 99 (L-Type:I SA:25 Sold:0.00)	0.00	0.00	6		
D NEEDS TURN SIGNAL HAZARD SWITCH • 99 (L-Type:I SA:25 Sold:0.00)	0.00	0.00	6		
E RECOMMENDED MAINTENANCE QUOTE 1165 INTAKES TUNE UP OIL COOLER LINES OIL PRESSURE SENSOR HAZZARD SWITCH • 0101 INSPECTION FORM GM (L-Type:I SA:25 Sold:0.30)	0.00	0.00	6		

Recall Id # 85288

Repair Order Detail - Internal Copy

RO Number: 104486

RO Status: CLOSED

Customer: XXXXXXXXXX
 Phone(s): Contact:
 Vehicle: 2G1WW15E119 XXXXXXXXXX

Main: 2001 MONTC MAROON

Click to View Cust Copy
 Cell: XXXXXXXXXX

Mileage: 85,048
 Service advisor: 25y25y25y25y25
 Tag number:

Payment type: CASH

Waiter: No
 Estimate: 0.00
 Customer Comments: No

~~~~~						
A	0103	C		0.00		69.95
	Tech(s):	6				
Pts:	0.00	Lbr:	69.95	Other:	0.00	Total Line A: 69.95
~~~~~						
B	99	I		0.00		0.00
	Tech(s):	6				
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line B: 0.00
~~~~~						
C	99	I		0.00		0.00
	Tech(s):	6				
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line C: 0.00
~~~~~						
D	99	I		0.00		0.00
	Tech(s):	6				
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line D: 0.00
~~~~~						
E	0101	I		0.00		6.60
	Tech(s):	6				
Pts:	0.00	Lbr:	6.60	Other:	0.00	Total Line E: 6.60
~~~~~						

Customer Pay	
Labor	69.95
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	69.95
Less Insurance/Adjustment	0.00
Sales Tax	4.20
Total	74.15

RO: 36680
 Tag:
 Make: CHEV
 Model: MONTC
 Year: 2001
 Vehid: [REDACTED]
 Name 1: [REDACTED]
 Name 2:
 Phone:
 E-mail: [REDACTED] Home

Estimate: 0.00
 Opened: 07/28/2003 11:27 AM
 Promised: 07/16/2014 11:27 AM
 Est. Completion:
 Closed: 07/29/2003
 Payment:

Advisor: 5
 Appt.:
 Waiter: No
 SORs: No
 Selling Dir:
 Rental:
 Special:

Comment:

Line Request	Est. Dur.	Actual	Tech	Disp. Code	Comeback
A RUN DIAG FOUND P0300 FOUND TSB 030604030 CLEANED INJECTORS • J5650 INJECTOR, FUEL - R (L-Type:W SA:5 Sold:1.60)	0.00	0.00	4		
B LUBED STEERING SHAFT PER TSB 010232001B • E7700 SHAFT, STEERING IN (L-Type:W SA:5 Sold:0.70)	0.00	0.00	4		
C RECOMMENDED MAINTENANCE • 01 LUBE OIL & FILTER (L-Type:C SA:5 Sold:0.40)	0.00	0.00	4		
D AC DRAIN CLOGGED CLEARED DRAIN • D3010 HOSE, EVAPORATOR D (L-Type:W SA:5 Sold:0.20)	0.00	0.00	4		
E LEFT DRL OPEN REPLACED LEFT DRL BULB • N0528 BULBS, LAMP - EXTE (L-Type:W SA:5 Sold:0.50)	0.00	0.00	4		

Recall Id # 45675

Repair Order Detail - Internal Copy

RO Number: 36680

RO Status:

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): Contact:

Main:

Cell:

Vehicle: 2G1WW15E119 [REDACTED]

2001 MONTC

MAROON [REDACTED]

Mileage: 31,070

Payment type:

Waiter: No

Service advisor: 5

Estimate:

Tag number:

Customer Comments: No

A RUN DIAG FOUND P0300 FOUND TSB 030604030 CLEANED INJECTORS
 J5650 W INJECTOR, FUEL - R 1.60 84.62

Tech(s): 4

Pts: 0.00 Lbr: 84.62 Other: 0.00 Total Line A: 84.62

B LUBED STEERING SHAFT PER TSB 010232001B
 E7700 W SHAFT, STEERING IN 0.70 37.02

Tech(s): 4

Pts: 8.47 Lbr: 1 37.02 Other: 0.00 Total Line B: 45.49

C RECOMMENDED MAINTENANCE
 01 C LUBE OIL & FILTER 0.40 4.00

Tech(s): 4

Pts: 15.95 Lbr: 1 4.00 Other: 0.00 Total Line C: 19.95

D AC DRAIN CLOGGED CLEARED DRAIN
 D3010 W HOSE, EVAPORATOR D 0.20 10.58

Tech(s): 4

Pts: 0.00 Lbr: 10.58 Other: 0.00 Total Line D: 10.58

E LEFT DRL OPEN REPLACED LEFT DRL BULB
 N0528 W BULBS, LAMP - EXTE 0.50 26.45

Tech(s): 4

Pts: 10.18 Lbr: 1 26.45 Other: 0.00 Total Line E: 36.63

Customer Pay	4.00
Labor	4.00
Parts	15.95
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	19.95

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

RO: 34154
 Tag:
 Make: CHEV
 Model: MONTC
 Year: 2001
 Vehid: [REDACTED]
 Name 1: [REDACTED]
 Name 2:
 Phone:
 E-mail: [REDACTED] Home
 Comment:

Estimate: 0.00
 Opened: 05/02/2003 11:22 AM
 Promised: 07/16/2014 11:22 AM
 Est. Completion:
 Closed: 05/07/2003
 Payment:

Advisor: 5
 Appt.:
 Waiter: No
 SORs: No
 Selling Dir:
 Rental:
 Special:

Line Request	Est. Dur.	Actual	Tech	Disp. Code	Comeback
A DRIVERS SEAT BELT COMING APART REPLACED DRIVERS SEAT BELT • C9041 BELT, SAFETY FRONT (L-Type:W SA:5 Sold:0.50)	0.00	0.00	11		

Recall Id # 6123

Repair Order Detail - Internal Copy

RO Number: 34154

RO Status:

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact:

Main:

Cell:

Vehicle: 2G1WW15E119 [REDACTED]

2001 MONTC

MAROON [REDACTED]

Mileage: 29,148

Payment type:

Waiter: No

Service advisor: 5

Estimate:

Tag number:

Customer Comments: No

~~~~~				
A	DRIVERS SEAT BELT COMING APART REPLACED DRIVERS SEAT BELT			
	C9041 W BELT, SAFETY FRONT	0.50		26.45
	Tech(s): 11			
		1		120.19
Pts:	120.19 Lbr:	26.45 Other:	0.00 Total Line A:	146.64
~~~~~				

	0.00
Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

RO: 33925
 Tag:
 Make: CHEV
 Model: MONTC
 Year: 2001
 Vehid: [REDACTED]
 Name 1: [REDACTED]
 Name 2:
 Phone:
 E-mail: [REDACTED] Home

Estimate: 0.00
 Opened: 04/24/2003 11:25 AM
 Promised: 07/16/2014 11:25 AM
 Est. Completion:
 Closed: 04/25/2003
 Payment:

Advisor: 5
 Appt.:
 Waiter: No
 SORs: No
 Selling Dir:
 Rental:
 Special:

Comment:

Line Request	Est. Dur.	Actual	Tech	Disp. Code	Comeback
A RECOMMENDED MAINTENANCE • 13 BRAKE INSPECTION (L-Type:C SA:5 Sold:0.60)	0.00	0.00	11		
B DRIVERS SEAT BELT COVER COMING APART ORDERED PARTS • 99 (L-Type:C SA:5 Sold:0.00)	0.00	0.00	11		
C LOWER COLUMN SHAFT RATTLING REPLACED LOWER COLUMN SHAFT • E7700 SHAFT, STEERING IN (L-Type:W SA:5 Sold:0.70)	0.00	0.00	11		

Recall Id # 81188

Repair Order Detail - Internal Copy

RO Number: 33925

RO Status:

Customer: [REDACTED]

Phone(s): Contact:

Vehicle: 2G1WW15E119 [REDACTED]

Main:

2001 MONTC

MAROON

[Click to View Cust Copy](#)

Cell:

[REDACTED]

Mileage: 28,651

Service advisor: 5

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

~~~~~						
A	RECOMMENDED MAINTENANCE					
13	C	BRAKE INSPECTION		0.60	17.97	
	Tech(s):	11				
Pts:	0.00	Lbr:	17.97	Other:	0.00	
				Total Line A:	17.97	
~~~~~						
B	DRIVERS SEAT BELT COVER COMING APART ORDERED PARTS					
99	C			0.00	0.00	
	Tech(s):	11				
Pts:	0.00	Lbr:	0.00	Other:	0.00	
				Total Line B:	0.00	
~~~~~						
C	LOWER COLUMN SHAFT RATTLING REPLACED LOWER COLUMN SHAFT					
E7700	W	SHAFT, STEERING IN		0.70	37.02	
	Tech(s):	11				
			1		102.13	
Pts:	102.13	Lbr:	37.02	Other:	0.00	
				Total Line C:	139.15	
~~~~~						

Customer Pay	
Labor	17.97
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	17.97

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

RO: 33391
 Tag:
 Make: CHEV
 Model: MONTC
 Year: 2001
 Vehid: [REDACTED]
 Name 1: [REDACTED]
 Name 2:
 Phone:
 E-mail: [REDACTED] Home

Estimate: 0.00
 Opened: 04/04/2003 11:25 AM
 Promised: 07/16/2014 11:25 AM
 Est. Completion:
 Closed: 04/09/2003
 Payment:

Advisor: 28
 Appt.:
 Waiter: No
 SORs: No
 Selling Dir:
 Rental:
 Special:

Comment:

Line Request

Line Request	Est. Dur.	Actual	Tech	Disp. Code	Comeback
A • E7700 SHAFT, STEERING IN (L-Type:W SA:28 Sold:0.70)	0.00	0.00	21		
B • 99 (L-Type:C SA:28 Sold:0.00)	0.00	0.00	21		
C REMOVED AND REPLACED DRIVERS SEAT AIR BAG FOR IMPROPER OPERATION RETESTED OK	0.00	0.00	21		
• C8856 MODULE, SIDE IMPAC (L-Type:W SA:28 Sold:1.30)					

Recall Id # 6643

Repair Order Detail - Internal Copy

RO Number: 33391

RO Status:

Customer: [REDACTED]

Phone(s): Contact:

Vehicle: 2G1WW15E119 [REDACTED]

Main:

2001 MONTC

MAROON [REDACTED]

Click to View Cust Copy

Cell:

Mileage: 27,896

Service advisor: 28

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

```

A
E7700      W      SHAFT, STEERING IN      0.70      37.02
Tech(s): 21
Pts:      8.47 Lbr:      37.02 Other:      0.00 Total Line A:      45.49
    
```

```

B
99         C         0.00      0.00
Tech(s): 21
Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line B:      0.00
    
```

```

C      REMOVED AND REPLACED DRIVERS SEAT AIR BAG FOR IMPROPER OPERATION
      RETESTED OK
C8856     W      MODULE, SIDE IMPAC      1.30      68.76
Tech(s): 21
Pts:      201.97 Lbr:      68.76 Other:      0.00 Total Line C:      270.73
    
```

```

Customer Pay
Labor      0.00
Parts      0.00
Lube       0.00
Sublet     0.00
Miscellaneous/Shop Charge* 0.00
Total Charges** 0.00
    
```

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

RO: 32808
 Tag:
 Make: CHEV
 Model: MONTC
 Year: 2001
 Vehid: [REDACTED]
 Name 1: [REDACTED]
 Name 2:
 Phone:
 E-mail: [REDACTED] Home

Estimate: 0.00
 Opened: 03/14/2003 11:26 AM
 Promised: 07/16/2014 11:26 AM
 Est. Completion:
 Closed: 03/17/2003
 Payment:

Advisor: 20
 Appt.:
 Waiter: No
 SORs: No
 Selling Dir:
 Rental:
 Special:

Comment:

Line Request	Est. Dur.	Actual	Tech	Disp. Code	Comeback
A RECOMMENDED MAINTENANCE • 01 LUBE OIL & FILTER (L-Type:C SA:20 Sold:0.40)	0.00	0.00	14		
B CODE B0041 AIR BAG LIGHT ON LEFT FRONT SIDE IMPACT MODULE OPEN ORDERED MODULE • 99 (L-Type:C SA:20 Sold:0.00)	0.00	0.00	14		
C CODE P1404 CODE IS FALSE CODE REPROGRAMMED PCM TO CORRECT FALSE CODE • J6355 POWERTRAIN CONTROL (L-Type:W SA:20 Sold:1.10)	0.00	0.00	4		

Recall Id # 6643

Repair Order Detail - Internal Copy

RO Number: 32808

RO Status:

Customer: [REDACTED]
 Phone(s): Contact:
 Vehicle: 2G1WW15E119 [REDACTED]

Main: 2001 MONTC

Click to View Cust Copy
 Cell: [REDACTED]
 MAROON

Mileage: 27,422
 Service advisor: 20
 Tag number:

Payment type:

Waiter: No
 Estimate:
 Customer Comments: No

A RECOMMENDED MAINTENANCE
 01 C LUBE OIL & FILTER 0.40 4.00
 Tech(s): 14
 Pts: 15.95 Lbr: 4.00 Other: 0.00 Total Line A: 19.95

B CODE B0041 AIR BAG LIGHT ON LEFT FRONT SIDE IMPACT MODULE OPEN
 ORDERED MODULE
 99 C 0.00 0.00
 Tech(s): 14
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C CODE P1404 CODE IS FALSE CODE REPROGRAMMED PCM TO CORRECT FALSE
 CODE
 J6355 W POWERTRAIN CONTROL 1.10 58.18
 Tech(s): 4
 Pts: 0.00 Lbr: 58.18 Other: 0.00 Total Line C: 58.18

Customer Pay	4.00
Labor	4.00
Parts	15.95
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	19.95

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Complaint # 10607477

Jodie P
Princeton, WV

Reply »
|
Report Abuse
|
Judge it!
|
#15
Dec 2, 2008

Here is a copy of the "Policy Adjustment" that I took to the dealer with me this morning.
Hope this helps any of you.

Silent
Recall
on
Catalytic
Converter

Subject: Special Policy Adjustment - Catalytic Converter #05551 -(09/14/2005)
Models: 2001-02 CHEVROLET IMPALA, MONTE CARLO
2001-02 PONTIAC GRAND PRIX
2001-02 BUICK REGAL
EQUIPPED WITH 3.4L (RPO LA1 - VIN E) OR 3.8L (RPO L36 - VIN K) V6 ENGINE

Condition

Some customers of 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; and Buick Regal model vehicles, equipped with a 3.4L (RPO LA1 - VIN E) or 3.8L (RPO L36 - VIN K) V6 engine, may experience a condition where the vehicle exhaust catalytic converter is replaced due to complaints of lack of power or illumination of the Malfunction Indicator Lamp (MIL). This may be due to the front endcone insulation from the catalytic converter breaking away and blocking the front of the first catalyst brick and preventing the free flow of exhaust gas through the converter.
Special Policy Adjustment

This special policy covers the condition described above for a period of 10 years or 120,000 miles (190,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. The repairs will be made at no charge to the customer.
For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 15, 2005 are covered by this special policy and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 15, 2005 must be submitted to the Service Contract provider.
Vehicles Involved

Involved are all 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; Buick Regal model vehicles, equipped with a 3.4L (RPO LA1 - VIN E) or 3.8L (RPO L36 - VIN K) V6 engine and built within the following VIN breakpoints:

Year
Division
Model
From
Through
2201
Chevrolet
Impala
19100001
19378250

2001
 Chevrolet
 Monte Carlo
 19100001
 19378233

2001
 Pontiac
 Grand Prix
 1F100004
 1F275188

2001
 Buick
 Regal
 11100004
 11338085

2002
 Chevrolet
 Impala
 29100001
 29374833

2002
 Chevrolet
 Monte Carlo
 29100016
 29374832

2002
 Pontiac
 Grand Prix
 2F100019
 2F276927

2002
 Buick
 Regal
 21100001
 21288762

Parts Information

Parts required to complete this special policy are to be obtained from General Motors

Service Parts Operations (GMSPO).

Part Number

Description

Qty/ Vehicle

10343187

Converter, Catalytic (L36 engine)

1

10343185

Converter, Catalytic (LA1 engine)

1

10328740
Gasket, Catalytic Converter (Converter to I-Pipe, both)
1

15286606
Gasket, Exh Manif Pipe (L36)
1

24505057
Gasket, Exh Manif Pip (LA1)
1

Customer Notification
General Motors will notify customers of this special policy on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

Service Procedure
Catalytic Converter Inspection

Begin the inspection by reviewing the condition described by the customer. Refer to "Description and Operation," SI document 657895, to help you determine the correct symptom diagnostic procedure when a malfunction exists



Customer Hold Ticket For: [REDACTED]

STORE #: 07390
803 Northside Drive
Summersville WV 26651
(304) 872-2161

Complaint Id#
10607477

<http://www.advanceautoparts.com>

2001 Chevrolet Monte Carlo LS 3.4L 207 - V6 FI - E Found in 100% of Vehicles

Catalytic Converter

Manufacturer	Part Number	Qty	Sale Price	Availability	List Price	Core	Ext. Price
Magnaflow	99306HM	1	106.99	We Have It	165.83	0.00	106.99
Catalytic Converter - Universal Federal (Exc.CA); NOT FOR SALE OR USE IN THE STATE OF CALIFORNIA - 90 DAY REPLACEMENT IF DEFECTIVE							
● Image Available							

Exhaust H-Pipe

Manufacturer	Part Number	Qty	Sale Price	Availability	List Price	Core	Ext. Price
Dorman - OE Solutions	679-002	1	223.99	We Have It	302.39	0.00	223.99
Exhaust H-Pipe - Crossover Pipe - LIMITED LIFETIME REPLACEMENT							
● Image Available							

Exhaust Manifold/Header

Manufacturer	Part Number	Qty	Sale Price	Availability	List Price	Core	Ext. Price
Dorman - OE Solutions	674-567	1	135.99	We Have It	210.78	0.00	135.99
Exhaust Manifold/Header - Rear; Includes Gaskets and Hardware (where required) - LIMITED LIFETIME REPLACEMENT							
● Image Available							
Dorman - OE Solutions	674-544	1	118.99	We Have It	184.43	0.00	118.99
Exhaust Manifold/Header - Front; Includes Gaskets and Hardware (where required) - LIMITED LIFETIME REPLACEMENT							
● Image Available							

Exhaust Pipe

Manufacturer	Part Number	Qty	Sale Price	Availability	List Price	Core	Ext. Price
Walker	55223	1	50.99	We Have It	84.13	0.00	50.99
Exhaust Pipe - Intermediate Pipe; If Welded Assembly, Replace All Required Parts - 1 YR REPLACEMENT IF DEFECTIVE							
● Image Available							

Exhaust Pipe/Flange Gasket

Manufacturer	Part Number	Qty	Sale Price	Availability	List Price	Core	Ext. Price
Felpro	61054	1	8.99	In Stock	15.73	0.00	8.99
Exhaust Pipe/Flange Gasket - Packing - 1 YR REPLACEMENT IF DEFECTIVE							
● Image Available							
Walker	31602	1	14.99	In Stock	26.23	0.00	14.99
Exhaust Pipe/Flange Gasket - Gasket; Use between Converter and Resonator - 1 YR REPLACEMENT IF DEFECTIVE							
● Image Available							
Walker	31532	1	6.49	In Stock	11.36	0.00	6.49
Exhaust Pipe/Flange Gasket - Gasket; Use between Converter and Resonator - 1 YR REPLACEMENT IF DEFECTIVE							
● Image Available							

Mufflers

Manufacturer	Part Number	Qty	Sale Price	Availability	List Price	Core	Ext. Price
Walker	21399	1	91.99	We Have It	142.58	0.00	91.99
Mufflers - Muffler; Quiet-Flow; If Welded Assembly, Replace All Required Parts - LIMITED LIFETIME REPLACEMENT							
● Image Available							

Total is \$ 759.41 - Excluding Tax