



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ON ACT (504) of the U.S.C. 552(B)(6)

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

04-NOV-2016

JAN 24 2017

Repository ☐

Reference No.

10924264

OWNER INFORMATION (Type or Print)

Name

Address

City

RICHMOND

State

VA

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

1G1JC524627

Make

CHEVROLET

Model

CAVALIER

Model Year

2002

Date Purchased

2002

Dealer's Name and Telephone Number

Patrick Chevrolet (KIA) 1-888-862-0895

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Richmond

State

VA

Zip Code

23223

4

GAS

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

08-NOV-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

60000

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 2002 CHEVROLET CAVALIER. THE CONTACT STATED THAT THE DASHBOARD OF THE VEHICLE WAS FRACTURED AND DETERIORATING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE DASHBOARD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED DUE TO PARTS BEING UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 60,000.

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.

1/3/2017

Dear Mr. Reid,

Attached please find the information and pictures. If you need me to email the pictures please let me know.

Please contact my sister [REDACTED]
at [REDACTED] or [REDACTED]
for all correspondence in this matter.

Thank you

[REDACTED]



Royal

Royal Chevrolet
4502 West Broad St.
Richmond, VA 23230
Phone (804) 521-5300
www.royalva.net

Royal Body Shop
8200 West Broad St.
Richmond, VA 23294
Phone (804) 262-5920

CUSTOMER NO. [REDACTED]	ADVISOR JACK W STEELE	4187	637	10/20/16	[REDACTED]
[REDACTED]	TAG NO. 61,223	INVOICE DATE		INVOICE NO.	
RICHMOND, VA	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	02/CHEVROLET/CAVALIER/4DR SDN			DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL			SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 J C 5 2 4 6 2 7			10/20/16	
	VEHICLE I.D. NO.			R.O. DATE	MO: 61223
	F.T.E. NO.	P.O. NO.			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS
1 60CVZ INTERIOR TRIM TECH(S):2449 0.00
CUSTOMER STATES DASH IS CRACKED. CALLED GM AND HAS CASE
#. THINKS GM SHOULD TAKE CARE OF REPAIR.
NO PARTS AVAILABLE

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
DELETED OPERATION(S)
00CVZ01 MPVI INSPECTION

TOTALS

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

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
DIAGNOSTIC CHARGES ONLY GUARANTEED
WHEN REPAIRS ARE PERFORMED AT
ROYAL CHEVROLET

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
Royal Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose of parts or accessories installed on this vehicle beyond the manufacturer's warranty of the parts installed.

SERVICE HOURS
MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.

**COME VISIT OUR
STATE OF THE ART
BODY SHOP**

HOURS
MONDAY - FRIDAY
8:00 A.M. - 5:00 P.M.

IMPORTANT

You may receive a survey from the manufacturer of your vehicle in the near future. If for any reason you cannot grade us completely satisfied, please contact our service manager.
Thank You

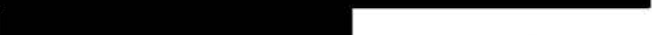
Thank You!
WE APPRECIATE
YOUR CONFIDENCE IN
OUR DEALERSHIP.



(no subject)

1 message

Tue, Jan 3, 2017 at 8:59 PM

To: 

5 attachments



IMG_0674.jpg
171K

Hole in DASH



IMG_0675.jpg
167K

Hole near steering wheel



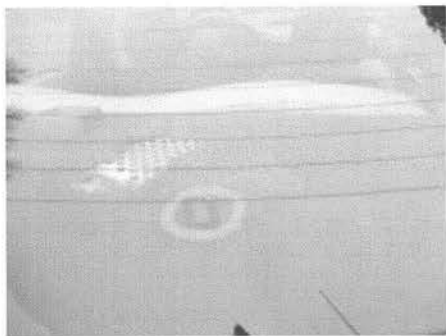
IMG_0676.jpg
174K

Hole on dash

IMG_0677.jpg
192K



Hole & crack on left side of steering wheel



IMG_0678.jpg
188K

BACK Window mat deteriorating