

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(b)(6)



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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received
26-JUL-2017
AUG 30 2017

Repository ☐
Reference No.
11010734

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NORTH CHESTERFIELD State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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
KL1TJ526348 [REDACTED] Make CHEVROLET Model AVEO 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)
☐ Cruise Control 20-JUL-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 110000 ELECTRICAL SYSTEM Failure Mileage 91000 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 Failure Location:
☐ Prior Repair
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 AVEO. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE WOULD SUDDENLY SHUT OFF WHEN PRESSING THE ACCELERATOR PEDAL. THE VEHICLE WAS TAKEN TO HALEY AUTOMOTIVE GROUP DEALER LOCATED IN RICHMOND, VA BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 91,000.

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.

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

Started having car trouble July 2, 2017. Had car towed to Harley Buick GMC on July 3, 2017. Car kept cutting off. I was in traffic when this happened. Very horrified. It gave no warning just riding roll and shaking. Was told it was a map sensor issue that was not true, after I picked car up and drove it for about an hour it did it again. Had it towed back to Harley they refused to reimburse for it (what I had paid). They had car for 3 weeks could not find problem. I contacted Chevrolet Customer Assist Center. Service was awful only talked to James who had my case 2 times. They could not help me and told me I could drive it and if it happens again to take it somewhere else. Harley also told me this. Why would I drive a car that keep on cutting off. It's not Safe!

ATTACH ADDITIONAL SHEETS IF NECESSARY

RICHMOND
VA 230
21 AUG '17
PM 5 L



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, NEF-100
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 Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



BUICK - GMC

9811 Midlothian Trpk. - Richmond, VA 23235
Phone:(804) 320-9054 - Fax:(804) 237-6099

SERVICE DEPARTMENT HOURS
7:00 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				
7/03/17					
R/O Close Date	Status				
7/03/17	Final				
Mileage In	Mileage Out				
91985	91986				
Service Advisor / Tag #					
BARNES WALL/001*W*					
Vehicle Identification Number					
KL1TJ52634B					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2004	CHEVROLET	AVEO	4DR SDN LS	WHITE	

NORTH CHESTERFIELD, VA

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Email:

#1 - 27P: 27 POINT CHECK TECH MUST SIGN WHITE COPY
Tech: SATTERWHITE, DANIEL (322)
Sub Total: .00

#2 - Customer Reports:
TOW IN
Tech: House Tech (999)
Sub Total: .00

#3 - 90D: PERFORM DIAGNOSTIC TEST (UP-TO 2 CONCERNS)
Caused by
FOUND HISTORY CODE P0106 FOR MAP SENSOR PERFORMANC
FOUND DETERIORATED HOSE ON MAP
Tech: SATTERWHITE, DANIEL (322)
Sub Total: 89.95

#4 - Customer Reports:
C/S STARTED ENGINE AND WAS SHAKING REAL BAD RUNNIN
G VERY ROUGH. PULLED OUT OF DRIVEWAY AND ENGINE
SHUT OFF. STARTED BACK UP TRIED TO GO AROUND BLOCK
ENGINE SHUT OFF 4 TIMES GOING AROUND THE BLOCK
Tech: SATTERWHITE, DANIEL (322)
REPLACED MAP SENSOR HOSE
Sub Total: 44.50

#5 * Customer Reports:
BULB - BACK-UP LIGHT

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.

A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



CHEVROLET

July 17, 2017

[REDACTED]
Richmond, VA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number [REDACTED]



BUICK - GMC

9811 Midlothian Trpk. - Richmond, VA 23235
Phone:(804) 320-9054 - Fax:(804) 237-6099

SERVICE DEPARTMENT HOURS
7:00 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
7/03/17	
R/O Close Date	Status
7/03/17	Final
Mileage In	Mileage Out
91985	91986
Service Advisor / Tag #	
BARNES WALL/001*W*	
Vehicle Identification Number	
KL1TJ52634E	
Delivery Date	In-Service Date
Color	License Number
WHITE	

NORTH CHESTERFIELD, VA

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

Tech: SATTERWHITE, DANIEL (322)

Installed CQ1156 :BULB

1@2.69

Sub Total: 17.69

* ** EXTENDED SERVICE CONTRACT DISCOUNT VOUCHER** First *
* Extended offers different levels of repair protection *
* starting from Basic to Worry-Free SAVE \$300.00 with *
* this receipt TODAY *

AMOUNT

15.00

2.69

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.

A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	149.45
PARTS	2.69
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.95
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.46
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	158.55
Cash	158.55

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X