

**COPIED**



People Saving People

1-888-DASH-2-DO1

**Vehicle Owner's Questionnaire**

Office of Defects Investigation

**VOQ Confirmation**

**559651**

[Please proceed to the end of this page, after confirming your input, and select the "Submit VOQ to NHTSA" button. NHTSA will not receive a record of your complaint unless this button is selected.]

**Owner Information**

FirstName: [redacted]

Home Phone: [redacted]

LastName: [redacted]

Work Phone: [redacted]

MI:

Ext:

Organization:

Fax Number:

Address 1: [redacted]

Email Address: tedbrown@as.net

Address 2:

City:

State:

Zip: 93551

Would you like to receive a mailed signature card authorizing release of your vehicle information to manufacturers? Yes

**Vehicle Information**

Vehicle Identification Number (VIN): 1G1YY32G515100471

Vehicle Make: Chevrolet      Vehicle Model: Corvette

Vehicle Year: 2001      Current Odometer Reading: 4110

Purchase Date: 08/00      New or Used: New

RECEIVED  
OFFICE OF DEFECTS INVESTIGATION  
NHTSA

*Ted Brown*

**Engine Size:** 5.7                      **Antilock Brakes:** Yes  
**No. Cylinders:** 8                      **Driverside Airbag:** Yes  
**Fuel Injection:** Yes                      **Passengerside Airbag:** Yes  
**Turbo:** No                      **Side Airbag - Driver:** No  
**Fuel Type:** Gas                      **Side Airbag - Passenger:** No  
**Drivetrain:** Rear                      **3-Point Belt:** Yes  
**Cruise Control:** Yes                      **Motor Belt:** No  
**Body Style:** convertible                      **2-point Belt:** No

**Dealer Information**

**Name:** Town and Country Chevrolet Oldsmobile, Inc.  
**Address:** P.O. Box 249  
**City:** Ashland  
**State:** OR  
**Zip:** 97520  
**Phone:** (800) 866-9853

**Failed Component/Part Information**

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg Contacted	NHTS. Contact
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	Police Report
ENGINE	NA	NA	NA	Original	NA	NA	NA	NA	Yes	No
	No	No	NA	NA	NA	NA	NA	NA	NA	No

**Information on Tire Failure**

**DOT Number:** NA  
**Manufacturer:** NA  
**Tire Name:** NA  
**Complete Tire Size:** NA

**Comments:** please see attached letter, photo and documents

GMAC  
PO Box 53100  
Livonia, Mi. 48153

January 24, 2001

Dear Sir,

For a number of years I have been interested in owning a Corvette. Solely toward that end I acquired a GM MasterCard to accrue rebate dollars toward such a future purchase. After researching the newly redesigned 1997 model Corvette I decided to make a purchase. I looked at cars and inquired at many dealerships beginning in the winter of 1997-98, but discovered that due to limited supply and being relatively late in the model year the car I wanted was not readily available (6 speed, torch red, tan convertible top, etc.) . My option was to take a different car (particularly an automatic transmission) or to order a car for the next model year. On May 18, 1998 I ordered my first Corvette, a 1999, from sales person Mitch Nakamura at Rally Chevrolet in Palmdale, Ca. I gave a check for \$2500.00 deposit and was given paperwork describing the car I ordered to be delivered in the fall of that year. In July, 1998, with GM on strike, I called to check on the status of my order and Mitch told me that his superior had instructed him to cancel my order in order to sell my car to someone else for \$5000.00 more and to return my money and since Rally Chevrolet had no more Corvettes to sell he advised me to look elsewhere.

Immediately, I called around to other dealers and found that Town and Country Chevrolet in Ashland, Or. was able to order another Corvette (the second one I've ordered) but because the order was placed late I would not receive it until after Jan. 1, 1999. I received my car in March 1999 and paid cash for it. I enjoyed it very much but in November noted a subtle noise while starting the car. I made a service appointment at Rally Chevrolet in Palmdale, Ca. and dropped the car off in the first week of December (on 12-06-99, with less than 7500 miles). I was told that the fly wheel was warped and required replacement, however two days later was told that the engine block was cracked where the starter motor mounts. I was told that the engine would be replaced and that I could not have a new car. I contacted the GM Factory Rep. Mr. Brad Harder regarding a new car. He told me that he had no such authority but offered me an extended (7 yr. 100,000 mi.) warranty. I ultimately declined this offer but GM apparently intended to pressure me into accepting it and later, when mechanical problems continued, sent a follow up letters (from Mr. Gary Levos, Customer Assistance Center, Detroit, Mi. and Ms. Lana Combs, GMC, Livonia, Mi.) stating that my complaint against GM had been resolved since I had accepted this warranty "as we agreed". I was also not given a loaner car. I received the car at the end of the month (12-31-99). It vibrated badly; audibly, visibly and palpably, but when I took it back, Rally Chevrolet stated that it was up to standards of a new car and made no repairs (therefore not qualifying for a repair visit under the "Lemon Law"). They delivered the car to my home and though no repairs were indicated on the work order, it now had a huge oil leak (a 19" oil puddle was under the car where it had been dropped off). I had the car towed to Valencia Chevrolet (at my expense), and after the oil leak

was repaired and later a new transmission was installed in an effort to stop the vibrations, I filed a complaint under the "Lemon Law" with California Dept. of Consumer Affairs. The next day Mr. Brad Harded called. He apparently had also not been entirely honest with me when we first talked because he now stated that it was under his authority whether or not to take back my car and he had decided to do so. He told me, however, that I could only be given a check as I did not have right to a new car ("this is a Corvette" and they're hard to come by). I requested but was refused a loaner car. Shortly thereafter Town and Country Chevrolet (the selling dealership whom I had contacted earlier) surprised me with a call stating that they could order me a new car to be available in two months. On 02-21-00 I gave a \$5000.00 deposit, agreed to take a GM check for my present car buy back (the amount of this check was reduced to reflect the odometer mileage of 4568 when problems first occurred and for the amount of the GM MasterCard rebate) and ordered my third Corvette (feeling that the additional expense of going this route was worth my not having to deal with the stress of GM's ongoing deceptive practices). On March 03, 2000 I went to pick up this check and was informed then that I must sign a notarized statement indicating that I had chosen to accept a cash buy back rather than a new vehicle. Since I had already paid \$5000.00-out of my pocket toward a replacement vehicle I had no choice but to sign this statement. The selling dealership was, however, unable to get the car I ordered due to production delays and since it was late in the model year I was left to wait until the 2001 models were available.

After driving an dilapidated VW for more than six months the third Corvette arrived in August, 2000. I again paid cash which included the increased cost for the new model year, \$50630.75, less the GM credit card rebate of \$4359.55. At the onset it never seemed to run as crisply as the last one but I thought that I was being overly critical due to my past experiences. However at 1200 miles the oil warning light came on and I noted oily black discharge from the tailpipe. From then on it consumed oil at a rate of one quart every 400 miles. I took it to Valencia Chevrolet and, after inspection found no leak, was told that an oil consumption test would be performed but that it will need to have 4000 odometer miles and continue to burn oil before GM would replace the vehicle. I took it back a second time for the same problem and was told that the oily black tailpipe discharge was "normal carbon", that early on this could be considered normal oil consumption for this car and I observe the technician, Danny, add substantially more oil than he documented on the work order. Because of his dishonesty I took the vehicle to Rally Chevrolet in Palmdale. They inspected it, confirmed that it was indeed burning oil, that the tailpipe discharge was not "normal carbon" and told me to continue the oil consumption test to 4000 miles citing the same reasons. I have complied with the oil consumption test which has shown continued oil burning at the rate of one quart every 400 miles and now have reached the required 4000 odometer miles. However to my surprise and dismay Rally Chevrolet Service Manager John Szilagyi now tells me that the rigors of the oil consumption test were all for naught and that I must bring the car in for further inspection, repairs, be subjected to a new oil consumption test lasting up to an additional 3000 miles, and for this service visit I will not be given a loaner car. I view this further "run around" as intimidation by GM and did not and will not accept it.

In Summary I have purchased three Corvettes since 1998. The first one was sold out from under me by an unscrupulous dealer and my money returned two months later. The second ~~one had a serious engine defect resulting in an engine replacement, a transmission replacement and finally a buy back by GM following a "Lemon Law" filing.~~ The third one has also been found to have a serious engine defect at the onset, an ~~unseated engine ring~~ resulting in massive oil burning, and resulting in another "Lemon Law" filing. I have spent over \$50,000 and three years of my time to be a Corvette owner, however, out of these three years I have had a combined unrestricted driving time of these Corvettes for less than 10 months and of less than 10,000 miles. For this expense I have endured unacceptably substandard vehicle quality, prolong periods of abandonment by GM without loaner car or a replacement vehicle, a major investment on my part in terms of avoidable stress, wasted time and unnecessary monetary expense, but most troublesome to me personally is having to endure the General Motors Corp. lies and intimidation as an apparent way of doing business, from the corporate level all the way to down to dealership service and sales personnel.

Presently I own a 2001 Corvette driven only 4000 miles, for which I have paid over ~~\$50,000.00~~, and which I am been unable to drive without restriction due to its oil burning and the constraints of the oil consumption test, that ~~runs roughly with loss of power, gets poor gas mileage~~ and now begins to smoke, smell and continues the oily tailpipe discharge (see enclosed photo and tailpipe discharge specimen). I have taken it to Chevrolet dealers for repairs of this problem on four occasions without resolution, as required for the "Lemon Law", (see attached service records) and all that is done is to inspect it, add oil, and tell me that an oil ring did not seat but that perhaps it will seat by 4000 miles. The car has now been driven through 4000 miles break in period and has continued to burn oil. I therefore demand that General Motors immediately buy back my 2001 Corvette, VIN#1G1YY32G515100471. I demand the full purchase price reimbursement of \$50630.75, which includes \$4359.55 in GM MasterCard rebate to be use toward the purchase the vehicle of another manufacturer. I could have selected credit card rebate program of another manufacturer but I specifically chose a GM MasterCard for rebate dollars toward a GM Corvette. In good faith I purchased three GM Corvettes yet on all three occasions GM has failed to deliver a satisfactory product. I will expect my Corvette can be immediately dropped off at either of the two above named servicing dealers and at the same time I be given a loaner car until either a full payment check is in my possession.

Sincerely,



cc:New Motor Vehicle Board, California Department of Consumer Affairs

Center for Auto Safety  
National Highway Transportation Safety Administration  
J. D. Powers and Associates  
Consumer Reports, Inc.  
KCBS, Bogey's Corner  
Corvette Club of America  
Antelope Valley Corvette Club  
many other agencies, consumer groups, and interest groups to be named later



This a sample of the tailpipe discharge. I have taken samples to include with this letter so that people, agencies, organizations, etc. without access to my vehicle can touch it and feel that it is an oily abnormal discharge.





# VALENCIA CHEVROLET

23049 West Valencia Blvd. • P.O. BOX 801270  
SANTA CLAR TA, CA 91360-1270  
(800) 239-2920 (618) 361-1257

EPA #AA002050 EPA #CAD932058891

SERVICE DEPARTMENT HOURS  
7:00 A.M. TO 7:00 P.M. MONDAY THRU FRIDAY  
SATURDAY 8:00 A.M. TO 3:00 P.M.

TAG #

2005

DATE

9-23-00

VIN #

1G00471T

SERV. ADVISOR

Amee

MILEAGE

1918

YEAR 19

01

LIC. #

MODEL

Corvette

DEL. DATE

MECH. INS.

EXP. DATE

CUSTOMER NAME

UST. #

ADDRESS

CITY

ZIP

RES. PHONE ( )

BUS. PHONE ( )

RESERVATION DATE

TIME

RESERVATION #

MILE MAINTENANCE SERVICE

## OTHER CUSTOMER CONCERNS

Oil consumption

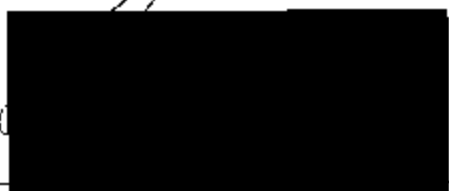
test (1/4 LESS)

I hereby authorize the repair work hereinafter set forth 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 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 and/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.

This estimate is based on our initial inspection and does not cover any additional parts and labor which may be required after the work has been opened up

Customer requests the return of all replaced parts.

I authorize any additional warranty repairs found during service



Signature

Original Estimate

Customer Signature

50 mg, 100 mg  
**Precose**<sup>™</sup>  
(acarbose tablets)  
NIDDM management for the first bite

9/23/02

Danny demanded that I not  
be allowed to watch him act  
till but I insisted I watched him  
pour in > 1/2 qt (he lied on the  
work order "44 cases"). He showed me  
a paper indicating that there could  
use a qt in 400 miles when new  
He also told me the only blood  
exponent checked is "normal carbon"

**Bayer**  
Pharmaceutical  
Division

90669

199690

\*INVOICE\*

# RALLY

35012 Carraga Way,  
Palmdale, CA 93551  
18611 947-6000

CHEVROLET PONTAC *Cadillac* GMC TRUCK HYUNDAI

PAGE 1

B.A.R. REG. #AA003118  
B.A.R. REG. #AF161006

C.A.D. #983592338  
C.A.D. #983592346

SERVICE ADVISOR: 195 MARK ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OJT	TAG	
	01	CHEVROLET CORVETTE	1G1YY32G515100471		2735/2735	T6473	
DEL DATE:	PROB. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG2001			09:24 24OCT00			CASH	250C12000
R.O. OPENED	READY	OPTIONS: DLR:3939C ENG:5.7 liter V8 MFI					
23OCT00	24OCT00						

LINE OPCODE TECH TYPE HOURS IJSI NET TOTAL

A CUST STATES VEH HAS LOST ALMOST FOUR QTS IN LESS THAN 3,000 MILES. PLEASE REFER TO HIST ATTACHED, PLEASE CHECK AND ADVISE

CAUSE: NO OIL LEAKS, LOW 2 QUARTS OIL

J9995 CUSTOMER CONCERN NOT DUPLICATED

141 WN2 (N/C)

2 12345885 OIL 5W30S (N/C)

FC: PART# COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2735. LOST OIL CHECK FOR OIL LEAKS WAS NONE. NOTE CUSTOMER HAS OIL CONSUMPTION TEST STARTED AT OTHER DEALER AND AT THIS TIME OIL IS LOW BY TWO QUARTS OF OIL AND DOES NEED OIL AT THIS TIME. NEED TO RETURN TO DEALER TO RECHECK FOR CAR IS USING OIL AT THIS TIME. PAUL SCOTT CONTACTED TECH ASSIST, 10/23/00 4:04PM, CASE#4291380. TAC ADVISOR SCOTT GODLEY REFERED TO PI #A001330 CAR MUST HAVE A MINIMUM B ADDED TWO Q OF OIL TO TOP OFF. OIL WAS TOO LOW TO DRIVE OF 4000 MILES ON IT BEFORE OIL CONSUMPTION CAN BE COUNTED. SOME LSI ENGINES MAY CONSUME MORE OIL THEN OTHERS. REPOPPED OIL, RECOMMEND CUSTOMER TO RETURN IN 2000 MILES TO START OIL CONSUMPTION TEST. MEANWHILE CUSTOMER SHOULD PERIODICALLY CHECK OIL SO IT WILL NOT RUN LOWER THEN 1/4 IN LOW.

\*\*\*\*\*

R CSI

111 CP1 0.00 0.00 0.00 TOTAL LINE B: 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

**THANK YOU**

**FOR BRINGING YOUR CAR TO US FOR SERVICE**

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

NOTICE TO CONSUMER

All Godwrench, engines and transmissions have a 36 month or 50,000 mile warranty, whichever comes first. By law you may choose another licensed auto check facility to perform any needed repair or adjustments which the auto check test indicates unnecessary.

I acknowledge notice and give approval of an increase in the original estimated price.

Customer Signature

CUSTOMER'S INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS. / ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER COPY

90669

203669

\*INVOICE\*



39012 Carriage Way  
Palmdale, CA 93551  
(818) 947-8200

CHEVROLET PONTAC *Cadillac* GMC TRUCK HYUNDAI

PAGE 1

B.A.R. REG. #AA003118 C.A.D. #983592338  
B.A.R. REG. #AF181008 C.A.D. #983592349

SERVICE ADVISOR: 195 MARK ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	01	CHEVROLET CORVETTE	1G1YY32G51510047		3648/3648	T2382	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
09AUG2001			WAIT 18DECCO			CASH	18DEC2000
R.O. OPENED	READY	OPTIONS	DLR:39390 ENG:5.7 Liter V8 MPI				

LINE	OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
A CONTINUE OIL CONSUMPTION TEST, CHECK OIL LEVEL AND DOCUMENT CURRENT STATUS AS WELL AS FACTORY SPECS							
525H	MISC	HEAVY	LINE	5			
				4329	IA7		(N/C)
2	12345665	OIL	5W30S				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

3648 OIL CONSUMPTION CHECK AND FOUND OIL WAS LOW BY TWO QUARTS OF MOBIL 1. TOP OFF OIL AND IS OK AT THIS TIME.

\*\*\*\*\*

RST: 0.00 18DEC00 14:52 SA: 195

### THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

#### NOTICE TO CONSUMER

All Goodwrench engines and transmissions have a 36 month or 50,000 mile warranty, whichever comes first. By law you may choose another licensed smog check facility to perform any needed repair or adjustments which the smog check test indicates necessary.

I acknowledge notice and oral approval of an increase in the original estimated price.

Customer Signature

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, FLSE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER COPY