

785881

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 2/14/02 11:32PM
Subject: Car Talk VOQ submission

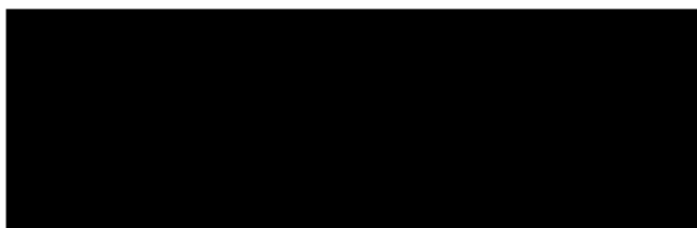
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Thursday, February 14th 2002 at 11:20:04 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 2G1FP22G912109853
MAKE: Chevorlet
MODEL: Camaro Super Sport
YEAR: 2001

ODOMETER: 2554
PURCHASE DATE: 09/25/00
NEW OR USED: New

DEALER NAME: City Chevrolet
ADDRESS: San Diego, CA 92110

ENGINE SIZE: 350
CYLINDERS: 8

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

DRIVETRAIN: Rear
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Hatch Back

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: 6-Speed Transmission

PART NAME(S): 3rd Gear Synchronizer
3rd Gear Shifting Fork

LOCATION:

NUMBER OF FAILURES: Continuous since car was purchased

DATE(S) OF FAILURES: Continuous from 9/25/00 to present

MILEAGE AT FAILURE(S): 0 to 2554

SPEED AT FAILURE(S): From 0-speed to any speed allowed for 2nd to 3rd shifts

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

This Camaro SuperSport was a special order from the factory, and has been acting up since the first time it was driven. I delayed taking it to the dealer, not knowing that there really was a problem, until it became worse and worse (more misshifts). Finally asked the dealer to look at it and was initially told that the transmission was "not performing" the way it should. However, after the service manager got involved -- suddenly there was "no problem," and driver "error" was blamed. I then obtained an expert diagnosis from College Grove Transmission, who said that the transmission should be replaced under GM Warrnty, that there were internal problems with the synchronizers and shifting forks (manufacturing defects). I spoke to Chad Bailey, Exec Asst to Richard Wagonor, CEO, GM, who, after 8 months finally had an AVM (rude, argogant, Pitbull) look at "only the car" and refused to let me show him what my complaint was. He drove the car and said that there was nothing wrong with it, and that the shifting failures were due to "driver characteristics" and not to any malfunction. I asked for a technical explanation, and "exactly how to shift the transmission to prevent the misshifts," but he could provide nothing in writing or verbally, and refused numerous requests to ride with me to experience the misshifts as I drove the car. I told Chad Bailey that "I am in fear for my life when entering and exiting the California Freeways, because as the car misshifts, and literally hangs-up somewhere between 3rd and 5th gears, trying to dislodge it from the stuck position is extremely dangerous." That is why there are only 2554 miles on the car -- it is just to dangerous to drive. Can you help with this problem; at least guide me to someone who can. I really love the car, but am afraid to drive it.

Sincerely, Dr. Robert Tilden

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 778

Date Received

14-FEB-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785881

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
2G1FP22G912109853	CHEVROLET	CAMARO	2001			
Purchase Date 25-SEP-2000	Dealer's Name _____	Engine Size (CID/CC/L 8 CYL	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07230000	Part Name(s) POWER TRAIN: TRANSMISSION: 5 SPEED AND UP	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 2	Date(s) of Failure(s) 25-SEP-2000	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 1		
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES THAT THE VEHICLE MIS-SHIFTS, MECHANIC STATED THAT THERE ARE INTERNAL PROBLEMS WITH THE SYNCHRONIZERS AND SHIFTING FORKS, DEALER STATED THAT SHIFTING FAILURES WERE DUE TO DRIVER ERROR AND NOT A MALFUNCTION. ^TT

COPIES OF THIS FORM ARE:

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.