

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

08-JUN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

863254

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>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1JC5245X7113025	CHEVROLET	CAVALIER	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 05200000	Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC ENGINE COOLING SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) <u>08-MAY-2000</u> Mileage at Failure(s) <u>27000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	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)

TRANSMISSION WOULD KNOCK WHILE IN PARK. VEHICLE HAS BEEN IN/OUT OF DEALER'S SHOP ON THREE OCCASIONS, AND PROBLEM IS REOCCURRING. ALSO, ENGINE WOULD OVERHEAT. FEEL FREE TO PROVIDE FURTHER DETAILS.

CONTINUED ON BACK PLEASE

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.

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 241
	Date Received: 08-JUN-2000 OFFICE DEFECTS INVESTIGATION Reference No. 863254 Work Number _____ Home Phone _____

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 in the absence of a written consent from the vehicle manufacturer.
 Signature of Owner: _____ Date: **6/19/00**

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) 1G1JC5245X7113025	Vehicle Make CHEVROLET	Vehicle Model CAVALIER	Vehicle Year 1999	Current Odometer Reading 27,362	
Purchase Date 10/5/98	Dealer's Name Car Century Chevrolet		Engine Size (CID/CC/L) 2.2	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Princeton, NJ	State CO	Zip Code 80020	No Cylinders 4 cyl	
Transmission Type <input type="checkbox"/> Manual <input checked="" 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 Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
					Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000 05200000	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC ENGINE COOLING SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 09-MAY-2000 1/99 - 2/00 - 6/00	Mileage at Failure(s) 27000	Vehicle Speed at Failure(s)
	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION WOULD KNOCK WHILE IN PARK. VEHICLE HAS BEEN IN/OUT OF DEALER'S SHOP ON THREE OCCASIONS, AND PROBLEM IS REOCCURRING. ALSO, ENGINE WOULD OVERHEAT. FEEL FREE TO PROVIDE FURTHER DETAILS.

Please read enclosed forms we sent to the Better Business Bureau and you will see all the problems we have had with our 1 1/2 year old car. Also ~~reported~~ on top of repairs through dealership on ~~09/05~~ September of 1999 we had to replace all brakes + front rotors.

CONTINUE ON BACK IF NEEDED

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CENTURY

I Chevrolet, Inc.

6105 West 120th Ave.
 Broomfield, Colorado 80020
 Phone: 303 469-3355
 Fax: 303-466-7239
 Out of Town 800-421-3355



ADVISOR	JAY VOLESKY	REG NO.	9088
LABOR RATE	8177	REG NO.	9088
LABOR HOURS	22.275	REG NO.	9088
YEAR, MAKE, MODEL	89/CHEVROLET/CAVALIER/4DR SDN	REG NO.	9088
VEHICLE ID NO.	1G1J135245X7113025	REG NO.	9088
SALES DEALER NO.	061C7100	REG NO.	9088
REGISTRATION DATE	10/05/98	REG NO.	9088
DEIVERY MILES	10	REG NO.	9088
INVOICE DATE	10/08/00	REG NO.	9088
INVOICE NO.	06VCS3728	REG NO.	9088
COMMENTS	MO: 27275		

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, CENTURY CHEVROLET, INC. hereby expressly DISCLAIMS all warranties, other express or implied warranty of merchantability or fitness for a particular purpose, and CENTURY CHEVROLET, INC. neither assumes for it any liability in connection with the sale of said products.

REPAIR ORDER NOTICE
 Colorado law provides for imposition of a lien in favor of any person who repairs such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to enforce the lien which may result in the vehicle being sold pursuant to court order.

Goodwrench Service Plus

We want your business.

Thank you.

18:45:11

[CONTINUED ON NEXT PAGE]

CUSTOMER COPY

PAGE 1 OF 2

JOB# 1 CHARGES
 LABOR # 1 20CV208
 COOLING SYS CONCERN
 CUSTOMER STATES VEHICLE TEMP GAUGE GETS INTO RED, ADVISE
 DIAGNOSED TEMP SENSOR INOP. ADVISE
 REPLACED COOLANT TEMP SENSOR
 PARTS QTY 1
 FP NUMBER 12146312
 SENS-COOL 3.682
 DESCRIPTION LIST PRICE-UNIT PRICE
 TOTAL PARTS WARRANTY 0.00

JOB# 1 TOTALS 0.00

JOB# 2 CHARGES
 LABOR # 2 70CV203
 ENTERPRISE RENTAL CAR
 RENTAL
 # 2 70CV203
 VENDOR INV#-INV DATE-DESCRIPTION
 23300 06/08/00 RENTAL
 TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS 0.00

JOB# 3 CHARGES
 LABOR # 3-70CV205
 TOWING
 TECH(S): 2172
 TOTAL - SUBLET WARRANTY 0.00

JOB# 3 TOTALS 0.00

JOB# 3 TOTALS 0.00
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

Customer Claim Form

Case Number: CHV0098805
Contact Date: 06/14/00
Start Date:

Customer Name Address



Evening Phone:
E-mail address:

Vehicle Information

Name(s) that appear on vehicle title: Brandy Christman
Is Vehicle titled to a business: no
Transmission Type: Automatic
Make: Chevrolet
Model: Cavalier
Vehicle Identification Number: 1G1JL514H57113022
Selling Dealer/City/State: Century Chv, Broomfield
Insurance Carrier: Financial Indemnity
Has vehicle been in an accident/had body damage? Yes - No X
Description of Damage:

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: ~~06/19/98~~ Mileage at purchase:
Leased As: New
Lease Date: 06/19/98 Mileage at lease: 10
Is the vehicle in your possession? yes
Lessor's Name: Midwest Bank (Leased)
Leasing Company's Name: BankOne
Address: 2000 Bank One Center, P.O. Box 388
City/State/Zip: Broomfield, CO 80038-0388
Phone: (303) 445-6760 Fax 303/445/4811

Resolution Sought

The customer would like the transmission problems corrected.
And over heating problem



Date: 6/16/00

Signature of Owner(s)
I am authorizing any lender/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



Customer Claim Form

Case Number: CHV0098805

Customer Name: [REDACTED]

Days	Mileage	Out of Service	Repair Date(s)	# of Repair Attempts	Current? (Yes or No)	Servicing Dealer(s)	Problems
10/1	1,500	1/99	2,700	3	yes	Century Chevrolet	transmission making noise
4/01	1,000	4/01	1,000	1	yes	Century Chevrolet	vehicle overheating

* Only have recent paper work done on our car.
 * One thing that strikes us as strange is over time ~~the car has been~~ we have taken our car in for transmission problems, everything else comes out fixed or changed but our transmission problem. Example of ~~transmission~~ of 1999 took in for transmission, got a new computer, at February of 2000 in for transmission. Came out with 1 new spark plug, fuel filter & fuel pump, new struts & baring bolts. June of 2000 told once again about transmission, they told us the noise was do to wear motor mounts. Why cant they fix the motor mounts then? Why is a 1999 Year old car having so many problems?

* Leased first 10-5-98
 * Purchased second 8-10-99
 (Please indicate whether each problem is current)