Moisten Here Moisten Here Moisten Here

Form Approved: O.M.B. No. 2127-0008

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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY
Date Received: 20-JAN-99
Reference No.
Order ___ ___
Edit ___ ___
Input ___ ___
Quality

OWNER INFORMATION (Type or Print) **DAYTIME TELEPHONE NUMBER**

[redacted]

manufacturer of your vehicle? ○ No

SIGNATURE OF OWNER DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)	VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1G1JC1249X7185189	CHEVROLET	CAVALIER		1999

VEHICLE MANUFACTURER
○ BMW ○ Ford ○ Honda ○ Nissan ○ Subaru ○ Volvo ○ Other ___
○ Daimler/Chrysler ● General Motors ○ Hyundai ○ Saab ○ Toyota ○ VW

PURCHASE DATE		DEALER'S NAME	CITY	STATE	ZIP CODE
	● New ○ Used	Gutberlet Chevrolet	McConnelsville	Oh	43756

ENGINE SIZE	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM	CRUISE CONTROL
(CID/CC/L) ___ NO. CYLINDERS 4	○ Turbo ● Fuel Injection	○ Diesel ● Gas	○ Manual ● Automatic	○ Yes ○ No	● Driverside Airbag ● Passengerside Airbag ○ 3-Point Belt ○ 2 Point Belt ○ Motorbelt	○ Yes ● No

DRIVETRAIN	VEHICLE TYPE	DOORS	BODY STYLE
● Front ○ 4-Wheel ○ Rear	● Car ○ Minivan ○ Truck ○ Other ___ ○ Van ○ Sport Utility ○ Motorcycle	● 2-Door ○ 4 Door	○ Hatchback ○ Sedan ○ Pick Up Truck ○ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT
○ Child Seat
○ Electrical Lights & Alarms
○ Engine & Cooling System
○ Equipment
○ Fuel System, Exhaust
○ Heater, Defrost, Ventilation
○ Interior
○ Parking Brake
○ Power Train
● Service Brakes
○ Steering
○ Structure
○ Suspension
○ Visual Systems
○ Other Rotors

NO. OF FAILURES ___ ___

INCIDENT DATE

MILEAGE AT INCIDENT

VEHICLE SPEED AT INCIDENT

FAILED PART(S)
○ Original
○ Replacement

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME **COMPLETE TIRE SIZE**

TIRE BRAND
○ BF Goodrich
○ Cooper
○ Firestone
○ Goodyear
○ Kelly Springfield
○ Michelin
○ Yokohama
○ Other ___

HANDICAPPED ADAPTIVE ○ Yes ○ No

FAILED PART(S) AVAILABLE? ○ Yes ○ No

NHTSA PREVIOUSLY CONTACTED? ○ Yes ● No

APPLICABLE INCIDENT INFORMATION

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

CRASH ○ Yes ● No

FIRE ○ Yes ● No

NUMBER OF PERSONS INJURED ___ ___

NUMBER OF FATALITIES ___ ___

CAUSE OF INCIDENT
○ Wear/Corroded/Rust
○ Weak/Poor Fit/Loose
○ Cut/Torn
○ Disconnect/Fall Off
○ Erratic/Poor Performance
○ Excessive Effort
○ Noisy
○ Leaks
○ Short
○ Locks/Sticks/Grabs
○ Stability/Vibration
○ Broken

RESULT OF INCIDENT
○ Explosion/Fire
○ Loss of Control
○ Poor Visibility
○ Inadvertent Start
○ Rollover
○ Stalls
○ Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA

00043

Jan.10,2000

TO WHOM IT MAY CONCERN:

On NOV. 6 1999, my wife took our 1999Chevrolet Cavalier to the Zanesville Chevrolet Dealership for a service call due to our brakes seem to be grabbing.The car was checked out by the certified serviceman and she was told we had warped rotors and they needed replaced, upon more discussion she was advised they did not fall under the 3yr./36,000mile warranty that was printed and advertised at the dealership and by GMAC. She asked about what mileage point did they become unwarranted, and was told at 10,000miles. She then came home and told me what she had been told, we read and looked the warranty book over and could not find this information in it any where. We decided to then take it to the PIONEER CHEVROLET DEALERSHIP in Marietta, Ohio a few days later because we found it hard number one to believe that the rotors at 25,000 miles could be warped,number two that they were not under warranty being a new car purchase. Upon their certified serviceman checking it out he said the same thing but with a added statement, "for the condition the rotors are in your brakes look good", she then asked him at what mileage would they have fallen out of warranty and his response was at 12,000 miles and she asked him where this was in our warranty book and he could not tell her where to find it he just knew at 12,000 miles is where the cut-off was. Prior to this she happened to go out to the showroom and spoke to a salesperson and ask about the warranty the 3yr,/36,000 BUMPER to BUMPER WARRANTY, and was told that's exactly what it is a BUMPER to BUMPER WARRANTY and she then told them what Zanesville Chevrolet had stated and was there to see what PIONEER had to say. The salesperson then said I think they do only cover them to12,000 miles, maybe it is 10,000 I'll look in the book but to much dismay they couldn't find it either, they then said a chart is used to determine the mileage frameitems fall out, she asked to see this, guess what ? it wasn't available.

On Jan.5,2000 I put a call into GM at 9:45am to 1-800-222-1020

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and spoke to TERESA a Rep (#000007244) and made her aware of the problem she took all necessary information and listen to my concern and also called th ZANESVILLE CHEVROLET and talked to them, early in the conversation I asked her about the warranty and she stated they did not fall in the 3yr/36,000 warranty after 7500 miles, but the mileage frame changed to 10,000 after the conversation to Zanesville Chevrolet. She then proceeded to tell me to look on PG.9 of the warranty book (copy enclosed) under PADS/LININGS this is where the rotors fell under warranty.. ROTORS as you see is not on this page. During the long conversation I told her numerous times I was not satisfied with the answer she gave and I would like to speak to another person, someone higher than her and she said there was no one else to speak to about this. I also asked what chart or book,graph whatever it was she was looking at if I could have a copy since I was a owner of a GMAC product and a AMERICAN CONSUMER with a problem pertaining to their product and she said NO, IT COULD NOT BE GIVEN OUT, I insisted again and she refused to disclose the book or chart whatever it was. I am still curious if there is such a thing. UPON ending my conversation again I made her aware I was not satisfied with the answers and IF A ACCIDENT DID HAPPEN AND IT PROVED TO BE A FAULTY BRAKE SYSTEM/ROTOR PROBLEM I WOULD HOLD GMAC FULLY RESPONSIBLE FOR EVERYTHING.

After this conversation with GMAC I then called the BBB Auto-Line in Arlington,Virginia at 1-800-955-5100 and was assigned a case number which is CHV0082693 EXT.526,TAMMY SCAIFE the REP. and they took what necessary information was needed and would forward a form to us to file with them. I then called the OHIO ATTORNEY GENERAL,OHIO CONSUMER PROTECTION AGENCY at 1-614-466-4986 and spoke to Christie to get the forms needed there and have received those.

On Jan. 7,2000 I then called the NHTSA in Washington,D.C. at 1-800-424-9393 and requested a complaint form from them and spoke to a MRS.EVANS and I clearly made them aware if a accident occured due to this problem what I had told GMAC.

The VIN # of our 1999 cavalier is 1G1JC1249X7185169 and it was

purchased on Jan.19,1999 at GUTERBERLET CHEVROLET IN McCONNELSVILLE,CHIO, AND THE MILEAGE AT THAT POINT WAS 101 miles, and as of Jan. 5,2000 the mileage was 30,670 miles.

We feel this steps were necessary to take as apparently the 3yr./36,000 mile bumper to bumper warranty is falsely advertised and for the safety and well being of not only myself or my family,to any passenger I may have in the car. We feel the mileage frame that items fall out should be given to the buyer/owner along with the service departments and added in the books to prevent another consumer from this hassle. We purchased this vehicle in good faith now why don't GMAC do the same thing, correct this in good faith and honesty.If at all possible I would give them back this automobile but as we told them repair these rotors make our brake system safe and we will be quiet, not happy with the product but what else is there to do?

Thank you to those who have helped us and we will be looking forward to your answers hopefully in our favor so we do not become a statistic in OHIO and in the United States, these brakes and rotors are not SAFE.

[redacted]

cc

BBB AUTO-LINE
OHIO ATTY. GEN. CONSUMER PROTECTION
NHTSA-ATTN: MRS.EVANS
GMAC

Zanesville
CHEVROLET-OLDSMOBILE
CADILLAC, INC.

721 W. Main St. P.O. Box 1450
ZANESVILLE, OHIO 43701
(740) 452-3611 • Fax (740) 452-3618
1-800-954-3611

X _____

[redacted]

INVOICE: CHARLES BEITER 92	TAG NO	INVOICE DATE 11/08/99	INVOICE NO. CVCS20008
LABOR RATE	LICENSE NO.	MILEAGE 25794	COLOR 7	STOCK NO
YEAR / MAKE / MODEL 17		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1GTJC1249X7185189		SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO	P. O. NO	R. O. DATE 11/08/99	
COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 40CVZ10 BRAKES PULL TECH(S):60 WARRANTY
CUSTOMER SAYS THAT THE BRAKES GRAB
ROTORS WARPED
DIDNT CORRECT, CUSTOMER PAY NOT WARRANTY
PULLED WHEELS AND CHECKED

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 61CVZ10 WEATHERSTRIPS TECH(S):60 WARRANTY
DRIVER SIDE DOOR SEAL IS LOOSE
REPAIR
REPAIR AND REINSTALL WEATHER STRIP ON DRIVERS DOOR

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 52CVZ03 SOUND SYSTEM TECH(S):60 WARRANTY
CUSTOMER STATES THAT THE RADIO GETS TO HOT TO TOUCH SOMETIME
NORMAL
NORMAL CONDITION WITH CD PLAYER

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS----------
WAITER

I hereby authorize the repair work herein set forth to be done and acknowledge the accuracy of the description along with the necessary material, and agree that you are not responsible for any damage 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 below vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce the contract. I will pay reasonable attorney's fees and court costs. Receipt of vehicle described below for repairs or alterations is hereby acknowledged by dealer. Sale customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for recovery thereof.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

☐ DISCARD

ALL PARTS INSTALLED ARE NEW OR FACTORY REMANUFACTURED UNLESS SPECIFIED OTHERWISE.

DISCLAIMER OF WARRANTIES: The Seller Zanesville Chevy Olds Cadillac, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Zanesville Chevy Olds Cadillac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts and/or accessories, unless there is a written limited warranty to the contrary.

RETURNED PARTS SUBJECT TO 20% HANDLING CHARGE WHEN RETURNED WITH SALES SLIP WITHIN 24 HOURS.

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30,670 miles
1-5-00

CHEVROLET-OLDSMOBILE
CADILLAC, INC.

721 W. Main St. P.O. Box 1450
ZANESVILLE, OHIO 43701
(740) 452-3611 • Fax (740) 452-3618
1-800-954-3611

[redacted]

CUSTOMER CHARLES BEITER 92	TAG NO	INVOICE DATE 11/08/99	INVOICE NO CVCS20006
LABOR RATE	LICENSE NO / MILEAGE 25794	COLOR	STOCK NO
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO 1G1JC1249X7185189		SELLING DEALER NO	PRODUCTION DATE
F. F. NO.	P. O. NO	P. O. DATE 11/08/99	
COMMENTS			

TOTALS----------

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

I hereby authorize the repair work herein set forth to be done and acknowledge the accuracy of the description along with the repairs necessary materials, and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and 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 below vehicle to secure the amount of repairs thereto or the small legal action is necessary to enforce the contract I will pay reasonable attorney's fee and court costs. Receipt of vehicle described below for repairs or alterations is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

☐ DISCARD

ALL PARTS INSTALLED ARE NEW OR FACTORY REMANUFACTURED UNLESS SPECIFIED OTHERWISE.

DISCLAIMER OF WARRANTIES: The Geller Zanesville Chevy Olds Cadillac, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Zanesville Chevy Olds Cadillac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of cars and/or accessories, unless there is a written limited warranty to the contrary.

RETURNED PARTS SUBJECT TO 20% HANDLING CHARGE WHEN RETURNED WITH SALES SLIP WITHIN 24 HOURS.

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 CUSTOMER COPY [END OF INVOICE] 16:32:55

Chevrolet backs every 1999 Cavalier with the following

[illegible]-to-Bumper
[illegible]36,000 miles
([illegible]000 km)
[illegible] Warranty

[illegible]urtesy
[illegible]portation

24-hour
Roadside Assistance
(1-800-CHEV-USA)
(In Canada, call 1-800-268-6800)
that provides in an emergency

- Free lockout assistance
- Free dead-battery assistance
- Free out-of-fuel assistance
- Free flat-tire change

Damage Due to Accident, Misuse, or Alteration

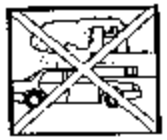
Damage caused as the result of any of the following is not covered:

e, theft, freezing, vandalism, riot, r objects striking the vehicle:

e vehicle such as driving over curbs, racing, or other competition. Proper s discussed in the Owner's Manual,

modification to the vehicle including assis or components after final GM. In addition, coverages do not odometer has been disconnected, its been altered, or mileage cannot be

arranty is void on vehicles currently itled as salvaged, scrapped, junked,



Damage or Corrosion Due to Environment, Chemical Treatments or Aftermarket Products

Damage caused by airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See page 12 for details regarding Chemical Paint Spotting.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended Maintenance Schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the Owner's Manual is not covered.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's Manual or Maintenance publications are the owner's expense. Vehicle lubrication, cleaning, or polishing, as well as items requiring replacement or repair as a result of vehicle use, wear, or exposure are not covered.

Items such as:

- Filters
- Brake Pads / Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment / Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

Failure or damage of components due to vehicle use, wear, exposure, or lack of maintenance is not covered.

* Consumable battery covered up to 12 months only.
** Maintenance items after 7,500 miles.

[redacted]

Vehicle Identification Number (VIN):

1G1IC1249X7185189

Date Vehicle First Delivered or Put In Use:

Month 0 1 Day 1 9 Year 9 9

Odometer Reading on Date Vehicle First Delivered or Put in Use: 101 . X

IMPORTANT

This booklet contains important information about the vehicle's warranty coverage. It also explains **Owner Assistance Information and GM's Participation in an Alternative Dispute Resolution Program.**

Keep this booklet with your vehicle and make it available to a Chevrolet dealer if warranty work is needed. Be sure to keep it with your vehicle when you sell it so future owners will have the information.