



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

Repository ☐

Reference No.

10031807

OWNER INFORMATION (Type or Print)

Name

Address

City

PEARISBURG

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of your signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 08/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G1W155K929273434

Make

CHEVROLET

Model

IMPALA

Model Year

2002

Date Purchased

02/16/03

Dealer's Name and Telephone Number

Bethesda Chevrolet - 1-800-234-1461

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Roanoke

State

VA

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

Factory Recall

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

☐ Prior Repair

Failure Location:

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).

THE RECALL REMEDY FOR THE UPPER/LOWER INTAKE CO303-4 MANUFACTURER # IS A SHORT TERM FIX, AND IS NOT CORRECTING THE PROBLEM. *AK

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

08/16/03

Dear Sir's

The Chevrolet Motor division has identified a major problem with all 3.8L engines not just in the Chevrolet division, but all division. The problem they have is not just some simple problem. It is a major safety problem and they just want to put a band-aid on the problem and leave the owner, passengers and other folks using the highways at risk of getting kill are injury.

Any time you install a sealant// stop leak to the coolant system to a vehicle motor you are only trying to defect repair something and not fixing it right, also it can move around and flow to other place any time there is a temperature are pressure change, affection other systems.

Based on my conclusion the reason the engines folks don't want to fix it right is because it is not just a simple fix, it requires a lot more time and parts to fix the problem, most likely installing a new intake manifold with new gaskets and bolts. Labor time is much greater. \$\$\$\$\$\$

If you were out on one of the major highway and your car engines loose coolant and your car begins to heat and steam you may not be able to see effetely to be able to control your car causing a major accident and possible the loss of life and serious injuries to your self and passengers, but to other innocence folks. Lets fix it right regardless of cost and insure safety is one of the top priorities.

Sincerely



Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



CHEVROLET

SEE BACK

POSSIBLE
HAPPEN

RECALL #
C03034
July, 2003

Dear Chevrolet Customer:

This notice is sent to inform you that Chevrolet Motor Division is conducting a voluntary customer satisfaction program that affects certain 2000-2003 Chevrolet Impala and Monte Carlo model vehicles equipped with 3600 Series II (L36) V6 engines.

We have learned that your vehicle may develop an engine coolant leak at the upper intake manifold to throttle body gasket, or at the lower intake to upper intake gasket. This condition may result in a low engine coolant level and higher engine temperatures.

What We Will Do: To prevent this condition from occurring, your Chevrolet dealer will replace the engine throttle body fasteners with redesigned fasteners, and add cooling system sealant to the radiator tank. This service will be performed for you at no charge through July 31, 2005.

What You Should Do: We recommend that you contact your dealer to arrange a service date. Presenting the attached card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Reimbursement requests are to be submitted by July 31, 2004.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center at 1-800-630-2438. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Chevrolet Motor Division
General Motors Corporation

Enclosure