



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 1368

Date Received

2004-08-10 1 PM

Repository ☐

Reference No.
10038225

OWNER INFORMATION (Type or Print)

Name

Address

City CHESHIRE

State CT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize the
In the absence of
Signature of Owner

Owner of your vehicle?
or address to the vehicle manufacturer.

YES
Date 08/15/03

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G1WH52K639190355

Make
CHEVROLET

Model
IMPALA

Model Year
2003

Date Purchased
10/03/02

Dealer's Name and Telephone Number

Valley Chevrolet 1-866-47-CHEV

Engine: 3.4L
No. Cylinders

Fuel Type:

Reg

Original Owner
☒

Dealer's City

Norwalk, CT

State

Zip Code

06870

Transmission Type
4-Speed Auto
w/OD

☒ Antilock Brakes
☒ Cruise Control

Powertrain FRT wheel
DRIVE

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-SEP-2003

Failure Mileage
12984

Failure Speed
40-50

steering wheel vibrated so bad that
the whole front end shook.

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: DOTM19A9C036)

☐ 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).

WHEN DRIVING AT DIFFERENT SPEEDS AND APPLYING THE BRAKES THERE WOULD BE SEVERE VIBRATION IN THE STEERING WHEEL. CONTACTED DEALERSHIP, AND INFORMED BY MECHANIC THAT A POSSIBLE CAUSE WAS WARPED BRAKE ROTORS. *AK

Service Rep said he is seeing a lot of this in the 2003 Impala's and expects this car to have same problem when it reaches 12-15 thousand miles on these new rotors.

(See Attachment 7)

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 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.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**