



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 100145

Date Received

Repository ☐

2003 NOV 12 PM 5:37

Reference No.
10042833

OWNER INFORMATION (Type or Print)

Name

Address

City NEPTUNE

State NJ

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 11/09/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

2G1WH55K829210731

Make CHEVROLET

Model IMPALA

Model Year 2002

Date Purchased
4 DEC 01

Dealer's Name and Telephone Number
LUCAS CHEVROLET 732-918-1100

Engine: V6
No. Cylinders 6

Fuel Type:

REGULAR

Original Owner

Dealer's City
OCEAN TOWNSHIP

State N.J.

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

4 SPEED
OVERDRIVE

☒ Cruise Control

F.W.D.

AUTO/TRANS.

Vehicle Component Code

D10000 STEERING

INTERMEDIATE SHAFT

Multiple Failure: 1

(STEERING) FAILED!

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-OCT-2003

Failure Mileage
54,000

Failure Speed

TURNING - LEFT TO RIGHT - LOW CLUNK

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

WHILE DRIVING STEERING PRODUCES A LOUD KNOCKING NOISE. *AK

STEERING SUDDENLY FELT LOSE

AND HAD A LOW CLUNK COMING UP TO STEERING WHEEL. CALLED
DEALER - DROPPED OFF CAR. DEALER THEN CALLED AND LET ME
KNOW THE STEERING SHAFT FAILED AND HAD TO BE REPLACED. I gave
permission for the repair after a price was given and asked to see the
failed part. Dealer did what I asked. Enclosed is a copy of letter sent
to Chevrolet Customer Assistance in Detroit, MI

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.

Tinton Falls, NJ
Oct 17, 2003

Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

To whom it may concern,

I purchased my 2002 Impala on Dec. 4, 2001. The VIN # is 2G1WH55K829210731. On October 10, 2003, I noticed a sudden clunking noise when steering the car. I returned the car to Lucas Chevrolet, 3410 Sunset Ave. Ocean, NJ with 54,194 miles on it to be checked. The service manager advised me that an intermediate steering shaft had failed.

I've had GM cars all my life and never had steering trouble, let alone at 54,000 miles. I realize that I'm past the mileage factor for the warranty, but I feel that 1 year and 10 months of service on a steering shaft is outrageous. It should be a recall matter.

I am enclosing a copy of the bill. I would like you to consider reimbursement of this bill as this shaft failure never should have happened on this car.

Sincerely,

[Redacted Signature]

[Redacted Address]