



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received
2003 DEC -2 AM 6:25

Repository ☐

31-OCT-2003

Reference No.
10048140

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City **EARLTON** State **NY** 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 **11/21/03**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G1WF52EX29202957

Make **CHEVROLET** Model **IMPALA** Model Year **2002**

Date Purchased **11/28/01** Dealer's Name and Telephone Number **Northstar Chev - 518-371-5400** Engine: No. Cylinders **6** Fuel Type: **Gas**

Original Owner ☒ Dealer's City **CLIFTON PARK** State **NY** Zip Code _____

Transmission Type **AUTOMATIC** ☒ Antilock Brakes ☒ Cruise Control Powertrain _____

Vehicle Component Code
034830 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: **2**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **10/31/03** Failure Mileage **21726** Failure Speed _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/85R15) _____

DOT No. (Example: DOTM15ABC036) ☐ 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(es).)

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(es).
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 OVER A BUMP IN THE ROAD A NOISE WAS HEARD. DEALER FOUND THAT THE REAR BRAKE ROTORS WERE CORRODED AND RUSTED. THE REAR ROTORS WERE RESURFACED, AND THE REAR BRAKE SHOES WERE REPLACED. *AK

IF The Rotors were rusted & corroded That is a material defect. This "material defect" would contribute to brake pad deterioration. The dealer I brought the car to (Sawyer Chev, Catskill, NY) claimed that Chevy has been having problems with the brake rotors. He also stated it is because we live in the Northeast. I guess Chevy Impala's can only be driven in dry weather.

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).**