



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 335

Date Received 2004 JUN -4
04-MAY-2004

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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BROCKLYN State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

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 [REDACTED] Date 5/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G1WF52E04 [REDACTED] Make CHEVROLET Model IMPALA Model Year 2004
Date Purchased 28-JAN-04 Dealer's Name and Telephone Number [REDACTED] Engine: No. Cylinders 6 Fuel Type: 87
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain [REDACTED] Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE: STORAGE: TANK ASSEMBLY
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-APR-2004 Failure Mileage 80 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM1A9ABC038) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 GOING DOWN AN INCLINE AND APPLYING THE BRAKES OR STOPPING THERE WAS A NOISE AND A LOUD BOOM. DEALER TOLD CONSUMER THAT IT WAS THE FUEL TANK. *AK
WHEN GASOLINE TANK GOES TO BETWEEN 1/2 TO 3/4 TANK A SWISHING AND A LOUD BOOM (LIKE A BOWLING BALL IS LOOSE IN THE TANK). IT HAPPENS WHEN STOPPING, PUTTING CAR IN GEAR, GOING DOWN OR UP INCLINE ETC. DEALERSHIP SAID IT IS BECAUSE Baffle WAS REMOVED (FROM TANK) (CONTINUED ON OTHER SIDE) A FEW YEARS AGO.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Dealship Air on another tank same thing happens because I lost my registration case (see below) (see below) Dealship refuses to put on another tank I have compared two other 2004 Toyota vehicles from the Dealship and they have no sound or very little if any sound about 20% if that compared to mine. I feel a (Galvalink) tank that makes a sucking and a loud booming sound if a safety hazard, I heard other 2004 Toyota's customers have heard some noise also I am afraid of getting into a accident the tank in its state right now, could cause a much larger scale of injuries

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

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DOT Auto Safety Hotline (DASH) & DOT



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Gas Tank Noise in 2002

If you hear "waves breaking on the shore" from the gas tank of your 2002 for four or five seconds after coming to a stop car when parked, you're not imagining things. The tank does not have a loose baffle because there are no baffles in the fuel gauge sending unit revealed the problem. The small nut holding the bottom part of the assembly had fallen off, allowing it to rattle around in the sender tube. A new nut was put on the rod holding the sender assembly together and the disquieting wave the original nut is still in the tank, but fortunately it is so small that it can't be heard.



REASONS FOR DECISION

Form Version: 06/10/03
press-1

Customer:
Case:

Auto Details: 2004 Chevrolet Impala
VIN: 2G1WF52E04

1. Please state your decision and then explain why it is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

Mr. [REDACTED]'s buy-back request is denied. His complaint was that his vehicle produces a "slosh" and "bang" when he backed and stopped to shift, or when he slowly drove over an incline, or as he made a sudden stop in traffic. This causes him to fear the consequences of a comparatively minor accident. A test drive of Mr. [REDACTED]'s Impala and a test drive of a new Impala LS provided by Bigelow Motors confirmed that both cars were capable of producing a "sloshing" sound and subsequent "bang". Mr. [REDACTED]'s was more pronounced. In prospective, it should be understood that the "slosh and Boom" in both cars could easily be covered with the radio or maybe even the A/C fan on. Exploring first the source of the sounds, one should realize that any fluid such as gasoline, when confined in a container like a gas tank, will move, independent of the container. During acceleration or deceleration, the fluid mass moves in an opposite direction to the acceleration or decelerating direction. A sudden stop, for example will cause the mass of gasoline to surge forward and then seeking equilibrium, it surges back into the nearly empty rear portion of the tank. The first surge is the "slosh" - the return of the mass of fuel to the rear strikes the empty part of the tank creating a thud or boom much as it would if the tank had been struck with a padded bass drum stick. This happens in every vehicle. Apparently the acoustics in other vehicles he has owned are slightly different and the noise has been muffled. Perhaps the sound is more distinguishable because the engineers have done such a good job of muffling road, wind, mechanical, and engine noises that the background noise level in Mr. [REDACTED]'s Impala is very small. The Transmission of a sound is very dependant on a variety of factors such as explained by Mr. [REDACTED] when he says the noise is more prevalent when the tank is 3/4 full than when it is 1/2 full. Tank mountings, carpeting, and many other variables will make a difference. In any case, this may be an annoyance, but is not an indication of an impending problem. This Arbitrator can find no indication that suggests that there is a condition which significantly impairs either the use, value, or safety of the vehicle. Likewise there is no evidence that the situation is the result of an assembly or material non-conformity.

2. If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each

N/A

3. Statistical Information:

We are required to track specific statistical information. If a repurchase/replacement is awarded under the lemon law please indicate:

- a. Cumulative number of days the vehicle was out of service for all problems:

1

- b. Was final notice given to the manufacturer (YES, NO or N/A)?

Yes

Arbitrator: JOHN A MOSLEY

Date: 04/05/04

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2004-05-04

**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).**