



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 ☐

06-AUG-2004

Reference No.

10097334

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBUS

State

IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to report to the manufacturer of your vehicle?
In the absence of an
Signature of Owner

☒ YES ☐ NO
Provide your name or address to the vehicle manufacturer.
Date 8/11/04

VEHICLE INFORMATION

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

1G1BL52P5SR

Make

CHEVROLET

Model

IMPALA

Model Year

1995

Date Purchased

FALL 95

Dealer's Name and Telephone Number

HUEBLER

Engine: ☒ V

No. Cylinders 8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

GREENWOOD

State

IN

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

021640 SUSPENSION: FRONT: CONTROL ARM: LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-JUL-2004

Failure Mileage

102000

Failure Speed

0

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: DOTM16ABC035)

☐ 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

0

Number of Deaths

0

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).

WHILE BACKING OUT LOWER BALL JOINT FAILED. AS A RESULT, PASSENGER'S SIDE TIRE SEPARATED FROM THE VEHICLE AND THE FRONT
END COLLAPSED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITION

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 or not a manufacturer should take appropriate action to correct a safety defect of the NHTSA products with administrative civil, criminal or other legal action against a manufacturer, dealer, or retailer, 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)

My GRANDSON HAD BEEN DRIVING THE VEHICLE AT INTERSTATE SPEEDS ON A SATURDAY. THE FOLLOWING MONDAY I HAD THE OIL CHANGED & AS IT WAS BACKED OFF THE LEFT THE RIGHT FRONT WHEEL FELL OFF. THE FAILURE OF THE BALL JOINT MOUNTING STUD WAS IN BENDING FATIGUE. THE VEHICLE HAD BEEN RECALLED IN 1996. COPY OF THE RECALL LETTER ENCLOSED. MY CONCERN IS EITHER THE RECALL WAS INEFFECTIVE OR THE DESIGN IS BASICALLY FLAWED. AS THEY SAY IT COULD CAUSE ROLL-OVER ACCIDENTS. HOW MANY CHEVROLET VEHICLES ARE JUST WAITING TO HAPPEN AT HIGH MILEAGE. I HAVE THE FAILED PART & WOULD LOVE TO DISCUSS THE FAILURE WITH A TECHNICAL PERSON. I HAVE CONTACTED THE CHEV. CUSTOMER ASSISTANCE CENTER, MY LOCAL CHEV DEALER & THE CHEV REGIONAL SERVICE WITHOUT SUCCESS.

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 NHTL 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH 2 DOT)



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National Highway Traffic Safety
Administration
<http://www.nhtsa.gov>


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RONNIES BODY SHOP

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Component Search:

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1995 Chevrolet Impala SS V8-350 5.7L VIN P MFI

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Owner Letter

Notes

Dear Chevrolet Caprice/Impala Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

General Motors has decided that a defect which relates to motor vehicle safety exists in some 1995-98 Chevrolet Caprice/Impala vehicles. The lower control arm ball joint attachment nut may be loose. This condition can cause the lower control arm ball joint to loosen, fatigue and separate from the front suspension knuckle. If separation were to occur with the vehicle in motion, loss of vehicle control may occur which could result in a vehicle crash without prior warning.

WHAT WE WILL DO

To correct this condition, all involved vehicles will have both front lower control arm ball joint attachment nuts inspected for proper torque. If the ball joint has loosened from the knuckle, both the ball joint and knuckle will be replaced. This service will be performed for you at no charge.

WHAT YOU SHOULD DO

Please contact your Chevrolet dealer as soon as possible to arrange a service date and so they may inspect your vehicle and if necessary order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and parts are available. The labor time necessary to perform this inspection/service correction is approximately 20 minutes to 3-1/2 hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Chevrolet dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible. If, however you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition that date or within five (5) days, we recommend you contact the Chevrolet Customer Assistance Center by calling 1-800-222-1020.

After contacting your dealer and the Customer Assistance Center, if you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call 1-800-424-9393 (Washington D.C. residents use 202-366-0123).

The enclosed owner reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of



Admin

Vehicle Selection

Selection...

Engine

Transmission

Options...

General Information

Body Color

Prod Date

Recall Bulletin

Vehicle Description: CHEVROLET CAPRICE 1996 STD SEDAN

Country: Canada

Bulletin Type:

Bulletins

Description	Date	Bulletin ID
POWERTRAIN/AUTO/LEVER/LINKAGE	11/10/1995	95V221000
PASSIVE RESTRAINTS AIR BAG	10/30/1995	95V215000
FUEL THROTTLE LINK/CNTRL/RETRN	04/12/1995	95V082000
CNTRL BALL JNT NUTS MAY LOOSEN	01/01/1996	96V018000
WHILLUG NUTS NOT TIGHT TO SPEC	01/01/1996	96V245000

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1995 Chevrolet Impala SS V8-350 5.7L VIN P MFI

[Vehicle Level](#) → [Technical Service Bulletins](#) → [Recalls](#) → [Recall - Lower Control Arm Ball Joint \(Supplement\)](#) → [Vehicles Involved](#)

Vehicles Involved

[Notes](#)

YEAR	MODEL	PLANT	PLANT CODE	FROM	THROUGH
1995	B-Car(SEO)	Arlington	"R"	SR100003	SR191795
1996	B-Car(SEO)	Arlington	"R"	TR100043	TR106199
1995	B-Car(RETAIL)	Arlington	"R"	SR145137	SR192511
1996	B-Car(RETAIL)	Arlington	"R"	TR100001	TR106197

[Zoom](#)

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Involved are certain 1995-96 Chevrolet Caprice/Impala Police Sedans, Taxi Cabs, Special Service Wagons and Retail Passenger vehicles (sedans & wagons) built within the VIN breakpoints as shown.

Involved vehicles have been identified by Vehicle Identification Number Computer Listings. SUPPLEMENTAL computer listings for retail units contain the complete Vehicle Identification Number, owner name and address data, and are furnished to involved dealers with the campaign bulletin. Owner name and address data furnished will enable dealers to follow-up with owners involved in this campaign.

These listings may contain owner name and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

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**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).**