



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 100222

Date Received

Repository ☐

Reference No.
10097047

2004 NOV - 3 PM 1:19
18-OCT-2004

OWNER INFORMATION (Type or Print)

Name

Address

City MARCELLUS

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 owner's name or address to the vehicle manufacturer.
Signature of Owner Date 10/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
7G1WF52E93

Make

CHEVROLET

Model

IMPALA

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-SEP-2004

Failure Mileage
25000

Failure Speed

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: 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, including location, date, and time.)

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 not, part is available).

THE REAR ROTORS HAD TO BE REPLACED AND THE FRONT ROTORS TURNED.
ELEVEN MONTHS LATER, BOTH SETS OF ROTORS WERE DEFECTIVE AGAIN. WHEN TOUCHING THE BRAKES THEY PULSATED. THE
MANUFACTURE STATED THAT BRAKES WERE CONSIDERED A WEAR ITEM. *JB

brake materials are not holding up

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.

P70 →

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

See my enclosed letter and invoices from
Auburn Auto Mall, Auburn, NY and Wheeler Motors,
Cheboygan, Michigan

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

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

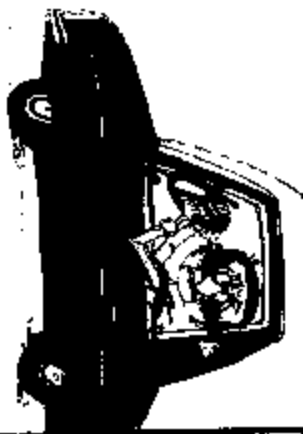
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Marcellus, NY

Vehicle Owner's Questionnaire

DOT Auto Safety Hotline

October 26, 2004

Ref. # 10097047

The brakes on my 2003 Impala Chevy

VIN # 2G1WF52E9# [REDACTED] are wearing out
prematurely. I have sought alternate (not GM dealers) opinion; brakes normally do not wear until 25,000-30,000 miles are run by the auto. The first brake job with rear rotors replaced and front rotors turned occurred at 16,845 miles. The second brake job was done at 25,596 miles. It consisted of turning both front and rear rotors. Wheeler Motors of Cheboygan, Michigan replaced the rear pads with new type ceramic pads which are supposed to delay rotor wear. The original pads are still on the front rotors. (See invoice copies of both repairs.)

I was told by both dealerships that brake pads, by law, can no longer contain asbestos. The current pads GM uses deposit metal rust from the semi-metallic pads that adheres to the rotors; this warps the rotors. The newly replaced rear rotors only lasted 8,751 miles before needing turning.

I was told by both GM dealerships that with asbestos free pads, the brakes will last only about 12,000 miles. I believe, if this is true, this is a national safety hazard to recent American-made cars. Should I recommend recall on 2003 Impalas?
Enc 2 What can DOT do to help?

CC [REDACTED]

**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).**