



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 100148

Date Received

01-AUG-2005

Repository ☐

Reference No.  
10130812

OWNER INFORMATION (Type or Print)

Name

Address

City

LAS VEGAS

State NV

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 8/1/05

VEHICLE INFORMATION

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

2G1WH62K8

Make  
CHEVROLET

Model  
IMPALA

Model Year  
2003

Date Purchased  
01-MAR-03

Dealer's Name and Telephone Number  
BILL HEARD CHEVROLET

Engine:  
No. Cylinders 6

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City  
LAS VEGAS

State  
NV

Zip Code  
89107

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
FRONT WHEEL DRIVE

Vehicle Component Code  
070000 FUEL SYSTEM, GASOLINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
18-JUL-2005

Failure Mileage  
15200

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: DOTN19ABC036)

☐ 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

☐ Yes ☒ No ☐ Yes ☒ No

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).

DT: THE CONSUMER STATES AFTER DRIVING THE VEHICLE, SHE GOT OUT AND SMELLED GASOLINE. SHE THOUGHT IT WAS A DIFFERENT VEHICLE IN THE PARKING LOT. SHE DROVE THE VEHICLE HOME AND PARKED IT IN THE GARAGE. THEN THE SMELL WAS NOTICED IN THE GARAGE. THE VEHICLE WAS THEN TAKEN TO THE DEALERSHIP, AND THEY COULD NOT FIND CAUSE OF THE PROBLEM, BUT THEY THOUGHT IT WAS THE CHARCOAL FUEL PURGE CANISTER IN THE FUEL TANK. THE DEALERSHIP STATED THAT BECAUSE IT COULD NOT BE DUPLICATED THEY COULD NOT FIX IT. THE CONSUMER THEN CALLED THE MANUFACTURER, AND THEY STATED THEY HAD NO KNOWLEDGE OF THIS PROBLEM. THE DEALERSHIP TOLD THE CONSUMER NOT TO PARK THE VEHICLE IN THE GARAGE BECAUSE OF THE HOT WATER HEATER. ALSO, STATED THAT IF IT OCCURRED AGAIN, SHE SHOULD DRIVE THE VEHICLE STRAIGHT TO DEALER SO THEY COULD DIAGNOSE THE PROBLEM. THE CONSUMER WAD GOING TO HAVE THE PROBLEM CORRECTED AT A LOCAL MECHANIC, AT HER OWN EXPENSE. THIS OCCURED ON JULY 18, 2005 ON A 2003 CHEVROLET IMPALA. THE VEHICLE WAS TAKEN TO FAIRWAY CHEVROLET FOR SERVICE AT 3100 EAST SAHARA AVENUE, LAS VEGAS NV 89104.\*AK

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.

**ADDITIONAL INFORMATION REGARDING REFERENCE NO. 10130812:**

I believe it was the service manager at Fairway Chevrolet that relayed the following information to my service consultant to relay to me:

The strong smell of fuel odor was normal and I should not park my vehicle in my garage because of our gas water heater. The vehicle has never had the odor prior to this incident and I've owned the vehicle for two years. I also feel that this statement is unacceptable. I did experience the odor one more time recently but it was in the evening and their service department was closed.

I was also told that General Motors was aware of this situation but when I spoke to General Motors they said that they had no knowledge of this.

I would think that a good mechanic would know what caused such a strong build-up of fumes that should have normally dissipated.

I strongly feel that there are just some problems with a vehicle that should be corrected even if the service department can't duplicate it but is of a great safety concern by the consumer.