



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

2007

FOR AGENCY USE ONLY 100148
Date Received: 10/14 PM 1:46
31-OCT-2007
Repository: []
Reference No.: 10207569

OWNER INFORMATION (Type or Print)
Name: [Redacted]
Address: [Redacted]
City: MELBRIM melbourne State FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO
Signature of Owner: [Redacted] Date: 11/5/07

VEHICLE INFORMATION
17 digit Vehicle Identification Number: 2G1WT55K279 [Redacted]
Make: CHEVROLET Model: IMPALA Model Year: 2007
Date Purchased: 2/12/07 Dealer's Name: Jim Rathmann Chevrolet
Engine: No: Cylinders 6 Fuel Type: Gas
Transmission Type: AUTOMATIC Antilock Brakes: [X] Cruise Control: [X]
Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 012000 STEERING: COLUMN
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION
Incident Date(s): 17-SEP-2007 Failure Mileage: 24498 Failure Speed: CVCS11805 9/17/07 - replace steering shaft
CVCS12022 9/21/07 - replace tie rod end & aligned car
CVCS12905 10/26/07 - replace rack & pinion

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: DOTM19ABC036): [] 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
Crash: [] Yes [X] No Fire: [] Yes [X] 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).
TL*THE CONTACT OWNS A 2007 CHEVROLET IMPALA. WHILE TURNING THE VEHICLE AT VARIOUS SPEEDS, THE CONTACT HEARD A LOUD CLICKING SOUND COMING FROM THE STEERING COLUMN. SHE TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED THE STEERING COLUMN. FOUR DAYS LATER, THE NOISE RETURNED AND THE DEALER REPLACED THE TIE RODS. ONE MONTH LATER, THE NOISE OCCURRED FOR THE THIRD TIME AND THE STEERING GEAR MECHANISM WAS REPLACED. THE CONTACT IS CURRENTLY EXPERIENCING THE SAME FAILURE FOR THE FOURTH TIME. THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF FAILURE AND REPAIR THE VEHICLE. SHE FILED A COMPLAINT WITH THE MANUFACTURER. THE PURCHASE DATE WAS UNKNOWN. THE FAILURE MILEAGE WAS 24,498 AND CURRENT MILEAGE WAS 26,691.

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.

signed car steer gear

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

after 3 attempts the steering still pops and it seems to be getting worse.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

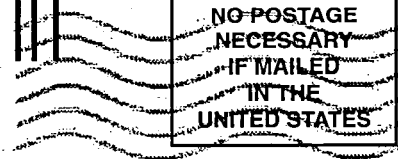
National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300

ORLANDO FL 328

06 NOV 07 PM 5 L



BUSINESS REPLY MAIL

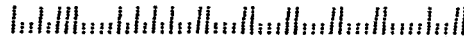
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590

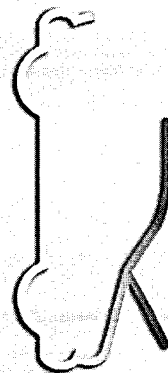


20590+0000



safercar.gov

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration