



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

2007 DEC 12 AM 9:22

05-NOV-2007

Repository [ ]

Reference No.

10207961

OWNER INFORMATION (Type or Print)

Name

Address

City CLAIREMOUNT

State FL

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? [X] YES [ ] NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 11/12/2007

VEHICLE INFORMATION

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

2G1W852K349

2G1WH52K34

Make

CHEVROLET

Model

IMPALA

Model Year

2004

Date Purchased 15-DEC-03

Dealer's Name and Telephone Number

COGGIN CHEVROLET 407-933-8000

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner [X]

Dealer's City

KISSIMMEE

State

FL

Zip Code

34744

Transmission Type AUTOMATIC

[X] Antilock Brakes

[ ] Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-OCT-2006

Failure Mileage 47826

Failure Speed 65

IP CLUSTER UNIT 10306207

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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

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 2004 CHEVROLET IMPALA. WHILE DRIVING APPROXIMATELY 65 MPH WITH THE CRUISE CONTROL ACTIVATED, THE CONTACT NOTICED THAT THE SPEEDOMETER DISPLAYED AN INCORRECT SPEED AND WOULD FLUCTUATE SPORADICALLY. THE INSTRUMENT PANEL CLUSTER WAS REPAIRED. THE MANUFACTURER DID NOT PROVIDE ANY ASSISTANCE. THE ENGINE SIZE AND POWERTRAIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 67,000 AND FAILURE MILEAGE WAS 47,826.

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)**

*This speedometer problem just came to my attention that Chevy. Co. has put out a notice that certain GM models with this problem are being notified that they are extending 3 yrs. 36,000 mi. guarantee to 7 yrs. 70,000 mi. They are not saying this is a safety hazard. I travel approx. 27,000 mi. a year on my trip to FL. this time I had to travel 1,200 mi. with a broken speedometer and I had to go thru about 8 construction areas and could not tell my speed which is a danger for the workers & myself. If this was a safety issue Chevy should pay for the repair.*

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.

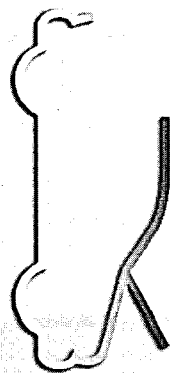
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**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**



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U.S. Department of Transportation  
National Highway Traffic Safety Administration

