



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

Repository ☐

29-FEB-2008

Reference No.

2008 MAY -5 AM 7:25 00219735

OWNER INFORMATION (Type or Print)

Name

Address

City

ADELPHI

State

MD

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

2G1WH55K82

Make

CHEVROLET

Model

IMPALA

Model Year

2002

Date Purchased
03-JAN-02

Dealer's Name and Telephone Number

FOX OF LAUREL 301-725-2700

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LAUREL

State

MD

Zip Code

20707

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

116000 ELECTRICAL SYSTEM: IGNITION TRACTION CONTROL

ABS SYSTEM

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
24-FEB-2008

Failure Mileage

113126

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: 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 ☒ 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).

TL*THE CONTACT OWNS A 2002 CHEVROLET IMPALA. THE CONTACT STATED THAT THE TRACTION CONTROL ABS INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. WHILE THE CONTACT WAS DRIVING AT AN UNKNOWN SPEED, THE BRAKES AUTOMATICALLY ACTIVATED AS IF THE PEDAL WERE DEPRESSED. THE VEHICLE WAS TAKEN TO THE DEALER FOR REPAIR, BUT THE FAILURE RECURRED A WEEK LATER. THE CONTACT WAS SCHEDULED TO TAKE THE VEHICLE BACK A THIRD TIME TO BE REPAIRED. HE PLACED THE KEY IN THE IGNITION AND THE VEHICLE WOULD NOT START. THE VIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 10,000 AND FAILURE MILEAGE WAS 12,000.

113276

114853

IMPALA HAS LONG HISTORY OF
ELECTRICAL PROBLEMS AND COMPUTER CONTROL PROBLEMS
(SEE ENCLOSED LETTER TO GM.)

SEE ADDITIONAL SHEET FOR DETAIL OF INCIDENTS.

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.



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10219735

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Name

Address

City ADELPHI

State MD

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
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Signature of Owner

Date 1 / 1 /

VEHICLE INFORMATION

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CHEVROLET

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Date Purchased
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FOX OF LAUREL 301-725-2700

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No: Cylinders 6

Fuel Type:

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Original Owner

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LAUREL

State

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20707

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

116000 ELECTRICAL SYSTEM: IGNITION ☒

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
24-FEB-2008

Failure Mileage

114764

Failure Speed

IGNITION FAILURE

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 ☒ 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).

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114764

114764

IGNITION SWITCH WOULD NOT TURN WITH KEY / KEYS (2)

TOWED TO DEALER. IGNITION SWITCH REPLACED.

INTERNET SEARCH FINDS MANY IGNITION FAILURES FOR IMPALA
MODEL 2000 ONWARD.

over →

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

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

A SERVICE REP TOLD ME THAT THE IGNITION SWITCH WAS MADE FROM A SOFTER METAL, THUS CAUSING THE SWITCH TO WEAR OUT QUICKER.

MY WIFE AND I WERE FORTUNATE THAT THE CAR BROKE DOWN NEAR OUR HOME AND A FAMILY MEMBER COULD AID US AFTER THE TRIP.

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

nhtsa
People saving people

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

SAFER CAR GOV

USPS, HOMER

WASHINGTON DC 200

NHTSA:

FOR SEVERAL WEEKS BEFORE PUTTING THE CHEVROLET IMPALA (2002) INTO THE SHOP (FOX CHEVROLET IN LAUREL MD.), THE ABS LIGHT AND TRACTION CONTROL WARNING LIGHT'S FLASHED ON THE DASHBOARD. THE TRACTION CONTROL WOULD ENGAGE SPORADICALLY, SLOWING THE VEHICLE IN TRAFFIC AND ONCE NEARLY STALLING OUT THE CAR.

THE IMPALA WAS TAKEN TO DEALER 1/28/08, THE PRESSURE CONTROL SOLENOID/VALVE BODY + RF HUB ASSEMBLY WERE REPLACED.

WITHIN TWO WEEKS LIGHTS FOR ABS + TRACTION CONTROL APPEARED. IN SHOP 2-5-08. UNABLE TO DUPLICATE CODES.

ON FEB 25 2008, IMPALA TOWED TO SHOP FOR IGNITION FAILURE AND TRACTION/ABS WARNING LIGHT AND SIZZLING BRAKES.

THE VEHICLE WAS RETURNED TO THE DEALER (FOX CHEVROLET IN LAUREL), MARCH 20TH FOR ABS/TRACTION CONTROL PROBLEMS, GRINDING BRAKES, ETC.

AFTER VEHICLE RETURNED MARCH 25TH, THE TRACTION, ABS LIGHTS AND BRAKE GRINDING BEGAN MARCH 27, 28, 29, 30, 31 APR 1ST 2ND 3RD AND 4TH. IMPALA RETURNED TO FOX APRIL 5TH 2008, A SENSOR KIT AND WIRING HARNESS WERE REPLACED.

WE HAVE FOUND NUMEROUS EXAMPLES OF ABS, TRACTION CONTROL PROBLEMS WITH IMPALAS ON THE

INTERNET. WE BELIEVE THIS IS A SERIOUS DEFECT
IN THE DESIGN OF THE IMPALA.

WATER

WORKS BEFORE

WPA (2005) INTO THE SHOP

THE ABS LIGHT

AND TRACTION CONTROL WARNING LIGHTS

FLASHED ON THE DASHBOARD, THE

TRACTION CONTROL WOULD ENGAGE

PROBABLY, SLOWING THE VEHICLE, A TRAFFIC

AND ONCE NEARLY STOPPED ON THE CURB.

THE IMPALA WAS TAKEN TO DEALER 1/28/08

THE PRESSURE CONTROL SOLENOID / VALVE BODY + KIT WAS

REPLACED (WAS KEPT)

WITHIN TWO WEEKS LIGHTS FOR ABS TRACTION

CONTROL APPEARED IN SHOP 2-2-08. UNABLE TO

TURN OFF CODE

ON FEB 22 2008 IMPALA TOWED TO SHOP

FOR IGNITION FAILURE AND TRACTION/ABS WARNING

LIGHT AND SIZING BRAKES

THE VEHICLE WAS RETURNED TO THE

DEALER (FOR CHECKED IN WHEEL) MARCH 22ND FOR

ABS/TRACTION CONTROL PROBLEMS, CRANKING PROBS, ETC.

AFTER VEHICLE RETURNED MARCH 22ND THE

TRACTION, ABS LIGHTS AND BRAKE CHIME BEING

MARCH 22ND 2008, APR 1ST 2008, IMPALA

RETURNED TO FOR APRIL 2ND 2008. A SERVICE KIT

AND WASHING FLUIDS WERE KEPT.

WE HAVE FOUND NUMEROUS EXAMPLES OF ABS,

TRACTION CONTROL PROBLEMS WITH IMPALAS ON THE