



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

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

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

2008 OCT 15 PM 3:59

1-888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository

04-APR-2008

Reference No. 10223346

OWNER INFORMATION (Type or Print)

Name

Address

City

KNOCKSVILLE KNOXVILLE

State TN

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 address to the vehicle manufacturer.

Signature of Owner Date 9/29/2008

VEHICLE INFORMATION

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

2G1WF55K449

Make CHEVROLET

Model IMPALA

Model Year 2004

Date Purchased 18-APR-07

Dealer's Name and Telephone Number

Engine: No: Cylinders 6

Fuel Type: Gas

Original Owner

Dealer's City KNOCKSVILLE KNOXVILLE

State TN

Zip Code

Transmission Type AUTOMATIC

Antilock Brakes Cruise Control

Powertrain UNKNOWN TRANSMISSION SLIPS AT ACCELERATE

Vehicle Component Code 117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 90

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-APR-2008

Failure Mileage 49487

Failure Speed 90

TRANSMISSION SLIPS AND BOGS DOWN WENT ACCELERATING FROM STOP POSITION SAFETY ISSUE.

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

0

0

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 90 MPH, THE SPEEDOMETER GAUGE BECAME STUCK AND REMAINED AT 90 MPH, EVEN WHILE DRIVING AT LOWER SPEEDS. THE SPEEDOMETER REMAINS AT 90 MPH EVEN WHILE THE VEHICLE IS PARKED. IN ADDITION, THE TEMPERATURE GAUGE INDICATED THAT THE VEHICLE WAS OVERHEATING WHEN IT ACTUALLY WAS NOT. THE VIN, ENGINE SIZE, AND POWERTRAIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 49,500 AND FAILURE MILEAGE WAS 49,487.

ADDITIONAL ABOVE SAFETY ISSUE SPEED, TEMPERATURE MONITORING TRANSMISSION SLIP AND BOGS DOWN WENT ACCELERATING FROM AT STOP POSITION, QUICK FAST SLIPPING IN TRANSMISSION. CAR SHUT DOWN, WHEN ACERATED FROM STOP, CAN GET HIT IN REAR END OR HIT IN SIDE.

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 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.



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rbf

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.  
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief  
Correspondence Research Division  
Enforcement

Enclosure: VOQ

