



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:

09-FEB-2009

Repository

Reference No.

10258070

OWNER INFORMATION (Type or Print)

Name

Address

City SCOTTSDALE

State AZ

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 2/13/2009

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side

2G1WH52K54

Make CHEVROLET

Model IMPALA

Model Year 2004

Date Purchased

2/10/2004

Dealer's Name and Telephone Number

VAN Chevrolet 480 991 4567

Engine: 3.8
No: Cylinders

Fuel Type:

Gasoline

Original Owner

Dealer's City

Scottsdale

State AZ

Zip Code 85254

6

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-JAN-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 110000 ELECTRICAL SYSTEM

Failure Mileage

24000

Failure Speed

0

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 2004 CHEVROLET IMPALA. THE CONTACT STATED THAT THE SPEEDOMETER WOULD NOT RECORD THE PROPER SPEED. THE SPEEDOMETER DISPLAYED AT LEAST 30 MILES BELOW THE TRAVELED SPEED, OR IT WOULD READ OVER 100 MPH WHEN THE CONTACT WAS REALLY TRAVELING LESS THAN 50 MPH. THE MANUFACTURER WOULD NOT ASSUME LIABILITY OR ASSIST WITH THE REPAIRS. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 24,000 AND CURRENT MILEAGE WAS 40,500.

Van Chevrolet initially would not cover repair (\$430. + TAX)
AFTER SPEAKING TO GM CORPORATE HOTLINE they
advised VAN TO REPLACE INSTRUMENT CLUSTER FOR \$100.00

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.

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

Speedometer initially would occasionally fail or give false readings in 2007. In 2009 it completely stopped working correctly. Had no idea what speed I was doing on Highways or School zones. This failure was common on many GM cars and trucks from 2002 to 2007 and the subject of a recall. The Impala was not included in this recall for what reason? It has been reported by many Impala owners as I've found out through my research

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

PHOENIX AZ 850

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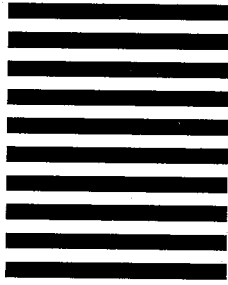


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

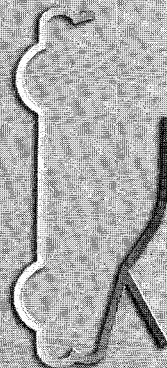
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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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

