



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

11-JUN-2009

Repository ☐Reference No.
10273529**OWNER INFORMATION (Type or Print)**

Name

Address

City

SHEVEPORT

State

LA

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

2G1WH55K8Y9

Make

CHEVROLET

Model

IMPALA

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

08-JUN-2009

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

105000

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: DOTM9ABC036)

☐ 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 2000 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 09V116000 (ENGINE AND ENGINE COOLING). THE REMEDY STATED THAT THE DEALER WILL REMOVE THE SPARK PLUG WIRE RETENTION CHANNEL AT THE FRONT OF ENGINE AND INSTALL TWO NEW SPARK PLUG WIRE RETAINERS FOR FREE. OIL HAS ALREADY BEGUN LEAKING FROM THE CONTACT'S VEHICLE; THEREFORE, THE REMEDY WOULD BE INSUFFICIENT IN CORRECTING THE FAILURES. THE MANUFACTURER DID NOT ASSIST. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 105,000 AND CURRENT MILEAGE WAS 140,000.

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.

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10273529
Date: Tuesday, June 30, 2009 11:13:39 AM
Attachments: [Recall 09047 Invoice.zip](#)
[pic15337.gif](#)
[pic27678.gif](#)
[EVOQ_EMAIL_RESPONSE.doc](#)
[10273529.pdf](#)

Add to

-----Original Message-----

From: DataQuality, DataQuality (NHTSA)
Sent: Tuesday, June 30, 2009 10:40 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10273529

Mrs. Gina J. Rious
BLF Technologies Inc.
on assignment with NHTSA, DOT
gina.rious@dot.gov
202-366-6287, W48-209

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, June 30, 2009 10:22 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: 10273529

Recall 09047 was performed at Chevyland last Thursday, June 25th - Invoice attached.
At that time, I insisted the technician determine where my oil leak was coming from & advise if this oil leak was the cause of the recall.
The oil leak is coming from my front valve cover gasket, which is below the spark plug wires & the spark plug wire retainers they installed.
Also, the spark plug wire retainers they replaced had no evidence of oil.
Therefore, my oil leak is not related to the recall and does not pose a safety threat.
Thank you for your time and assistance, but no further action on your part is required.
[REDACTED]

(See attached file: Recall 09047 Invoice.zip)

[REDACTED] Square D by Schneider Electric | North America Operating Division |
Technical Support Specialist
Phone: [REDACTED]
[REDACTED]
[REDACTED]

<Kristin.Berry.CTR@dot.gov
v>

06/19/2009 01:15 PM

To

cc

Please respond to
<DataQuality@dot.gov>
10273529

Subject
FW: NHTSA: Follow up to ODI Complaint:

(Embedded image moved to file: pic15337.gif)

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation

(Embedded image moved to file: pic27678.gif)

This email has been scanned for SPAM content and Viruses by the MessageLabs Email Security System.

file: (See attached
EVOQ EMAIL RESPONSE.doc)(See attached file: 10273529.pdf)

CUSTOMER #: [REDACTED]

231533

Chevyland

INVOICE

Courtesy Chevrolet, Inc.
7500 Youree Drive
Shreveport, LA 71105

SHREVEPORT, LA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 56 BOBBY SKINNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	00	CHEVROLET IMPALA	2G1WH55K8Y9		141406/141406	T552Y	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06DEC99 DD		06DEC2002	WAIT 25JUN09		VAR	CASH	25JUN09
R.O. OPENED		READY	OPTIONS: DLR:24117 ENG:3.8 Liter V6 MFI				

07:59 25JUN09 08:44 25JUN09

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A MA09047 SPARK PLUG WIRE RETAINER

CAUSE: F

V2066 CAMPAIGN 09047

24 W 0.20

(N/C)

1 88891792 RETAINER

(N/C)

1 12132229 RETAINER

(N/C)

FC: 6C

PART#: 88891792

COUNT: 2

CLAIM TYPE:

AUTH CODE:

OJ

141406 PERFORMED RECALL

As per Louisiana legislative act No.670

This repair is being assessed a charge for
miscellaneous materials and supplies
whether or not some or all of these materials
were used in connection with your repair.**IMPORTANT**You may receive a customer satisfaction survey from General Motors Corporation in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager immediately.
Thank You,
Chevyland
(318) 425-3471

I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Courtesy Chevrolet, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Courtesy Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information 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 failures(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 driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. 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 vehicles 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,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

