



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

25-JUN-2009

Repository

Reference No.

10274977

OWNER INFORMATION (Type or Print)

Name

Address

City

SOUIX CITY

State

IA

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 6/28/09

VEHICLE INFORMATION

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

2G1WF52E149

Make

CHEVROLET

Model

IMPALA

Model Year

2004

Date Purchased

6-30-04

Dealer's Name and Telephone Number

KNOEPLER Chevrolet/712-279-7110

Engine:

No: Cylinders

V6

Fuel Type:

GAS

Original Owner

Dealer's City

SIOUX CITY

State

IA

Zip Code

51101

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

AUTO

Multiple Failure:

2

Incident Date(s)

22-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

71800

Failure Speed

25

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. WHILE DRIVING 25 MPH, THE ANTI THEFT WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE POWER STEERING FAILED AND THE VEHICLE SHUT OFF. THE CONTACT WAITED A FEW SECONDS AND RESTARTED THE VEHICLE. SHE CALLED THE DEALER AND WAS INFORMED THAT THE CYLINDER ON THE PASS LOCK SYSTEM WAS FAILING, OR POSSIBLY THE BODY LOCK CONTROL MODULE OR THE BOX SENSOR. THE REPAIR WOULD COST \$600. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT IS IN THE PROCESS OF NOTIFYING THE MANUFACTURER. THE FAILURE MILEAGE WAS 71,800 AND CURRENT MILEAGE WAS 71,989.

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)

Please Recall Electrical anti theft system

① Car slipped off park and rolled into cement wall. I was not informed of recall by original dealer. I was informed by Clark Chevy dealer in McAllen Tx. The dealer in McAllen Tx was "Clark Chevrolet" Located on "Business 83" street.

② I was driving home on June 22, 2009 when my security light went on. I wiggled the ignition key and my motor died leaving me without power steering or brakes. I almost crashed.

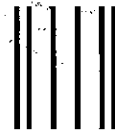
ATTACH ADDITIONAL SHEETS IF NECESSARY Please Recall 2-2-09 Electrical

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

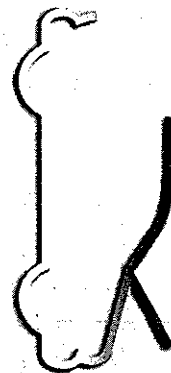
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



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

