

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: 12-AUG-2009
Repository: []
Reference No.: 10280190

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LEAD HILL State: AR Zip Code: [Redacted]
Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number: 2G1WB58K079 [Redacted]
Make: CHEVROLET Model: IMPALA Model Year: 2007
Date Purchased: Nov-07 Dealer's Name: Pruegar Chev. Old, Inc
Original Owner: [] Dealer's City: Branson, MO Zip Code: 65616
Engine: 6 Cylinders Fuel Type: Gas
Transmission Type: [] Antilock Brakes [] Cruise Control
Powertrain: Multiple Failure: Incident Date(s): 11-11-08 7-08, 10-JUL-2009, Jan 4-08 8-25-09

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS: DISC: ROTOR
Failure Mileage: 29000 Failure Speed:
Brakes

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 [X] No Fire: [] Yes [X] 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 2007 CHEVROLET IMPALA. WHENEVER THE CONTACT APPLIES THE BRAKES WHILE DRIVING DOWNHILL, SHE HEARS A THUMPING SOUND. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE ROTORS NEEDED TO BE REPLACED. THE FAILURE STILL PERSISTS. THE SPEED WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 29,000.

It still is hazardous and has not been fixed.

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)

When braking on a steep down hill grade
it starts jerking and making a loud noise in
the brakes.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

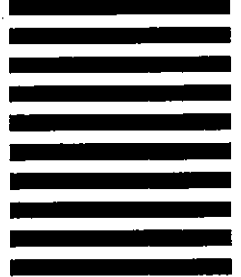
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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



8704363798

104610



CHEVROLET-OLDSMOBILE, Inc.
181 Adair Rd. P.O. Box 1400
Branson, MO 65616
(417) 334-3114 Fax (417) 334-3120

WARRANTY

LEAD HILL AR
HOME: BUS:

PAGE 1



SERVICE ADVISOR: 25 JOSH MOORE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a 2007 Chevrolet Impala.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes repair details for 'A VIBRATION WHILE BRAKING'.

YOU MAY RECEIVE A SURVEY FROM CHEVROLET-OLDS
PLEASE MARK IT 100% SATISFIED AND MAIL IT
BACK, THE POSTAGE IS FREE AND WE NEED YOUR
INPUT IF FOR ANY REASON YOU CANT MARK IT
100% PLEASE CALL ME @ 334-3114

THANK YOU, NATHAN C. SLOAN SERVICE MANAGER

COST, SALE, & COMP TOTALS 0 0 0

Thank You!
for allowing us
to service your
vehicle

Table with columns: DESCRIPTION, TOTALS. Includes disclaimer of warranties, shop supplies, and a summary of charges (Labor, Parts, Gas, Oil, Lube, Sublet, Misc. Charges, Total Charges, Less Adjustment, Sales Tax, Total).

CUSTOMER WARRANTY COPY



Pinegar Chevrolet Inc.

181 Adair Rd
 Branson, MO 65616
 (417) 334-3114

Fax: (417) 334-3120
 www.pinegarchevy.com



22436ADD

| | | | | | | | | | |
|-------------------------|--|------------------------|--|--------------|--|------------|--|----------------|--|
| LEAD HILL AR [REDACTED] | | VEHICLE IDENTIFICATION | | MILEAGE OUT | | DATE OUT | | INVOICE NO. | |
| | | 2G1WB58K079 [REDACTED] | | 29685 | | 08/25/09 | | 22436 | |
| | | | | | | PART-CLOSE | | | |
| YEAR | | MAKE | | MODEL | | COLOR | | TAG NO. | |
| 07 | | CHEVROLET | | IMPALA | | RED | | 00341 | |
| CUST. NO. | | LICENSE | | HOME PHONE | | WORK PHONE | | STOCK NO. | |
| 8704363978 | | | | [REDACTED] | | - | | 7608 | |
| | | | | | | | | PROD. DATE | |
| | | | | | | | | 00/00/00 | |
| | | | | | | | | SERV. ADV. | |
| | | | | | | | | 29 MIKE | |
| | | | | | | | | TERMS | |
| | | | | | | | | CASH | |
| CUST. LABOR RATE | | DELIV. DATE | | DELIV. MILES | | MILEAGE IN | | DATE IN | |
| 76.00 | | 11/10/06 | | | | 29430 | | 08/14/09 | |
| | | | | | | | | IN-SERV DATE | |
| | | | | | | | | 00/00/00 | |
| | | | | | | | | 3.5L V6 SFI NS | |

YOU MAY RECEIVE A SURVEY FROM CHEVROLET PLEASE MARK IT
 100% SATISFIED AND MAIL IT BACK, THE POSTAGE IS FREE AND
 WE NEED YOUR INPUT. IF FOR ANY REASON YOU CAN'T MARK IT

100% PLEASE CALL ME @ 334-3114
 THANK YOU, NATHAN C. SLOAN SERVICE MANAGER

| LINE | OP. CODE | FAIL-CD | TECH. | HOURS/QTY | TYPE | AMOUNT |
|---|----------|----------|---------|-----------------|------|--------|
| A | | | | | | |
| CUSTOMER STATES THERE IS A VIBRATION WHEN BRAKING | | | | | | |
| CHECKED ALL 4 BRAKES OK. CLEANED THE FRONT ROTORS TEST DROVE OK | | | | | | |
| | H0127 | | A7 7149 | | | |
| | | 88967229 | PAD KIT | 1 | W | |
| | | 19207501 | PAD KIT | 1 | W | |
| | | | | Line Total..... | | |

TOTAL-CASH 22500 NoCharge

CUST WAR COPY - PAGE 01

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

P.O. BOX 1158
 HARRISON, ARKANSAS 72602-1158
 Phone: (870) 741-8211
 www.woodmotor.com
 Highway 62-65 Bypass
 HARRISON, ARKANSAS 72601

WOOD MOTOR COMPANY



| | | | | | |
|-------------------------------|--|-------------|-------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 115891 | ADVISOR DORI EDDINGS | 200809 | TAG NO. 711 | INVOICE DATE 11/11/08 | INVOICE NO. CVCS125607 |
| | LABOR RATE 69.00 | LICENSE NO. | MIILEAGE 21,169 | COLOR MAROON/ | STOCK NO. |
| LEAD HILL, AR | YEAR / MAKE / MODEL 07/CHEVROLET/IMPALA/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. 2 G 1 W B 5 8 K 0 7 9 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F. T. E. NO. | P. O. NO. | R. O. DATE 11/11/08 | | |
| | BUSINESS PHONE | COMMENTS | | | MO: 21171 |

LABOR & PARTS
 J# 1 04CVZ BRAKES UNITS: TECH(S): 200511 0.00
 CUSTOMER STATES WHEN APPLY BRAKES ON DOWN HILL INCLINE HEAR
 ROARING FROM TIRES AND STEERING WHEEL JUMPS UP AND DOWN
 TEST DROVE VEH. FOUND NO PROBLEM WITH BRAKES...NOTE
 UNDER HEAVY LOAD CONDITIONS BRAKES AND TIRES WILL BE
 LOUDER THAN UNDER NORMAL CONDITIONS
 NO PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
 RIDE... 741-5737 JANICE

TOTALS

| | |
|-------------------------|-------------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |

- CASH
- CHECK [#]
- CHARGE
- VISA M/C AMEX DISCOVER DINNER CLUB

CUSTOMER SIGNATURE

Reynolds and Reynolds - ERMALZRN1VN TO ORDER: www.reynolds.com 1-800-344-0898; Fax 1-800-551-8655