



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	Repository <input type="checkbox"/>
23-DEC-2009	Reference No. 10296827

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: STERLING State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [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 Located at bottom of windshield on driver's side 2G1WH55K549 [REDACTED]		Make CHEVROLET	Model IMPALA	Model Year 2004
Date Purchased OCT. 2004	Dealer's Name and Telephone Number STERLING CHEVROLET 815-625-2700		Engine: No: Cylinders #6	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City STERLING	State IL	Zip Code 61081	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 09-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 30423	Failure Speed 30
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 APPROXIMATELY 30 MPH ON NORMAL ROAD CONDITIONS, THE SPEEDOMETER DISPLAYED AN INACCURATE READING REGARDLESS OF THE SPEED BEING TRAVELED. THE FAILURE OCCURRED INTERMITTENTLY IN COLD TEMPERATURES. THE FAILURE WAS RELATED TO THE STEPPER MOTOR. THE VEHICLE HAS NOT BEEN REPAIRED AT THIS TIME. THE FAILURE MILEAGE WAS 30,423.

SPEEDOMETER WAS STUCK ON 120MPH. I TOOK GAUGE CLUSTER APART & REPLACED SPEEDOMETER STEPPER MOTOR WITH AN UPDATED MOTOR I ORDERED. I FOUND ALL INFO ON INTERNET AS THIS WAS A VERY COMMON PROBLEM ON 2004 IMPALAS.

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)

I TALKED TO THE CHEV. SERV. MGR & HE COULD NOT TELL ME WHY THIS WAS NOT A SAFETY PROBLEM ON A CAR, BUT PICKUPS & SUV'S WERE RECALLED & REPAIRED WITH SAME PROBLEM & THEY USED THE SAME STEPPER MOTOR (PART NO.) ALSO CALLED CHEV. & THEY COULD NOT TELL ME EITHER

ATTACH ADDITIONAL SHEETS IF NECESSARY

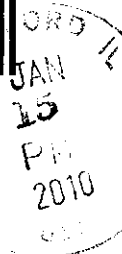
306 West 15th Street
Sterling, IL 61081

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



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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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