

 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 OCT 01 2010 29-JUL-2010	Repository ☐ Reference No. 10346156
OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		E-mail Address
City	State	Zip Code	Evening Telephone Number
ALLISON PARK	PA	[REDACTED]	[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		Make	Model
2G1WF52E729 [REDACTED]		CHEVROLET	IMPALA
Date Purchased	Dealer's Name and Telephone Number		Model Year
	1-1-01 NEW BAIERL CHEVROLET 1888-422,4376		2002
Original Owner	Dealer's City	State	Fuel Type:
☒	WEXFORD PA "15090"		No: Cylinders
Transmission Type	☐ Antilock Brakes	Powertrain	Incident Date(s)
	☐ Cruise Control		01-MAY-2010
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage
			60000
			Failure Speed
			10
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: DOTM49ABC036)	☐ Original Equipment		Failure Location:
	☐ Prior Repair		
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No		
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 2002 CHEVROLET IMPALA. THE CONTACT STATED WHEN THE SECURITY LIGHT WOULD ILLUMINATE, THE VEHICLE WOULD NOT START. THE DEALER ADVISED THE CONTACT TO WAIT TEN MINUTES BEFORE RE-STARTING THE VEHICLE, BUT THE VEHICLE COULD ONLY BE DIAGNOSED WHILE THE FAILURE OCCURRED. THE DEALER ADVISED THAT THE COMPUTER CHIP POTENTIALLY WOULD NEED TO BE REPLACED BUT COULD NOT CONFIRM IF IT WOULD CORRECT THE FAILURE. THE FAILURE MILEAGE WAS 60,000 AND THE CURRENT MILEAGE WAS 62,576.			
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)

This should be a recall:

My Impala and 191 other people that owned year 2002 have this problem. This car could stall in the middle of a highway with fast moving traffic. and then your Impala will not restart for at least 10 to 15 minutes. Could be a very bad accident. I called by phone at least 8 times to General Motors with no satisfaction.

ATTACH

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



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10430 Perry Hwy. Wexford, PA 15090
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(888-422-4375)
www.baierl.com



SERVICE HOURS: MON-THURS 7:30am - 6:30pm FRI 7:30am - 6:00pm SAT 8:00am - 3:00pm

CUSTOMER NO. 57348	ADVISOR MICHAEL PUGLIESE	TAG NO. 1363 .973	INVOICE DATE 08/09/10	INVOICE NO. CVCS144280
ALLISON PARK, PA	LABOR RATE	LICENSE NO.	MILEAGE 62,681	COLOR SANDRIFT MT
	YEAR / MAKE / MODEL 02/CHEVROLET/IMPALA/IMPALA			DELIVERY DATE 01/31/02
	VEHICLE I.D. NO. 2 G 1 W F 5 2 E 7 2 9			DELIVERY MILES 4
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 08/09/10	PRODUCTION DATE

MO: 62682

LABOR & PARTS				
#1 09CVZ	DRIVABILITY	HOURS: 1.80	TECH(S): 1368	155.95
CUSTOMER STATES: SECURITY LIGHT KEEPS COMING ON AND VEHICLE WILL NOT START				
SCAN FOR CODES B2960 CHECKED CONNECTIONS AND BODY CONTROL MODULE, CHECKED PASSLOCK, SUSPECT SENSOR FAULTY				
REPLACED IGNITION CYLINDER - RELEARN THEFT DETERENT				
OPERATED NORMAL				
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE UNIT PRICE
JOB # 1	1	25832354	CYLINDER 2.188	221.68 221.68
JOB # 1 TOTAL PARTS				221.68
JOB # 1 TOTAL LABOR & PARTS				377.63

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.



TOTALS-----				

* CASH ()	CHECK ()	CK #	TOTAL LABOR....	155.95
*	*	*	TOTAL PARTS....	221.68
* VISA/MC	DISCOVER ()	*	TOTAL SUBLET...	0.00
*	*	*	TOTAL G.O.G....	0.00
* AMER EXP ()	CHARGE ()	*	TOTAL MISC CHG.	0.00
*****			TOTAL MISC DISC	0.00
			TOTAL TAX.....	26.43
THANK YOU FOR YOUR PATRONAGE!!!			TOTAL INVOICE \$	404.06

THANK YOU FOR YOUR PATRONAGE!!!

CUSTOMER PAYMENT FOR PARTS INDICATED BY HAVE A LIMITED LIFETIME WARRANTY

BAIERL CONVENIENCES:

1. Certified Technicians
2. Early Drop Off
3. Shuttle Service
4. Two Complete Collision Centers
5. Discount Rentals
6. Original Equipment Parts
7. Extended Service Hours

CUSTOMER SIGNATURE

vice Most Makes
dels

IMPORTANT

RECEIVE A QUESTIONNAIRE FROM MOTORS DIVISION IN A FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US AS FULLY SATISFIED, PLEASE CALL SERVICE ADMINISTRATOR.

THANK YOU!
BAIERL CHEVROLET
1-888-4BAIERL
(888-422-4375)
YOUR SATISFACTION IS OUR #1 CONCERN



Allison Park, PA

PITTSBURGH PA 152

24 SEP 2010 PM 4 T



U S Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
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