

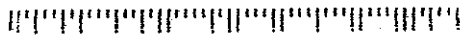
 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received MAR 21 2011 27-OCT-2010		Repository ☐ Reference No. 10362677			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name [REDACTED]						[REDACTED]			
Address [REDACTED]									
City ST CLAIRSVILLE		State OH		Zip Code [REDACTED]		Evening Telephone Number			
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 2G1WH55K129 [REDACTED]				Make CHEVROLET		Model IMPALA		Model Year 2002	
Date Purchased 11-2-01		Dealer's Name and Telephone Number BOB ROBINSON				Engine: No: Cylinders V6		Fuel Type: REGULAR UNLEADED	
Original Owner ☒		Dealer's City WHEELING		State WV		Zip Code 26003			
Transmission Type ☒ Antilock Brakes ☒ Cruise Control		Powertrain 3.8L 200 HP SFI V6 ENGINE		Multiple Failure:		Incident Date(s) 19-SEP-2010			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 103300 POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION INDICATION (PRNDL), 116300 ELECTRICAL SYSTEM: IGNITION: ANTI-THEFT CONTROLLER						Failure Mileage 106000		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: 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		Number of Deaths		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 WARNING LIGHT WAS ILLUMINATED, THE VEHICLE WOULD NOT START. THE CONTACT STATED THAT IF THE VEHICLE WAS BEING DRIVEN WHILE THE WARNING LIGHT WAS ILLUMINATED, THE VEHICLE WOULD CONTINUE TO DRIVE BUT IF TURNED OFF, THE CONTACT WOULD HAVE TO HAVE TO WAIT THIRTY MINUTES BEFORE BEING ABLE TO RESTART THE VEHICLE. THE DEALER REPLACED THE STARTER TO NO AVAIL AND ADVISED THE CONTACT THAT HE WAS UNABLE TO DETERMINE WHAT WAS CAUSING THE FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 106,000 AND THE CURRENT MILEAGE WAS 107,000.									
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.									

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The 30 minute wait for the car to start was not so in every instance. There were times when it was 1 hour to 2 hours. Once it would not start for 2 days - this is when I had it towed and the garage replaced the starter, to no avail. My hair stylist's mother also has an Impala and her car is doing the same thing. The brakes are also very bad on this car and need to be replaced every oither year.

I traded this car off and bought a Honda. They have an excellent track record.

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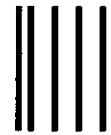
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US Department
of Transportation

National Highway
Traffic Safety
Administration

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

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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



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