



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 09 2011
17-NOV-2010

Repository
Reference No.
10366574

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SAN DIEGO State CA 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
291WBS8N079 [REDACTED]
Make CHEVROLET Model IMPALA Model Year 2007
Date Purchased [REDACTED] Dealer's Name and Telephone Number CAR MAX
Engine: No: Cylinders [REDACTED] Fuel Type: PETROL
Original Owner Dealer's City SAN DIEGO State CA Zip Code [REDACTED]
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 14-NOV-2010
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage 15000 15921 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2007 CHEVROLET IMPALA. THE CONTACT STATED THAT THE BRAKES BEGAN GRINDING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT THE ROTORS HAD HOT SPOTS AND WERE WARPED. THE CONTACT WAS TOLD THAT HE WOULD BE RESPONSIBLE FOR REPAIR COSTS. THE VIN WAS UNAVAILABLE. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 15,000. (15921)

SINCE BEEN BACK IN ROAD SAME FAULT AT MILEAGE 17029
NOW AT MILEAGE 18300 AND SAME FAULT

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 CAR HAS SINCE SOME BACK IN JUST OVER 1,000 MILES TO
HAVE THE ROTORS CHANGED AGAIN AFTER SAME SYMPTOMS AND THE
SAME FAULT FOUND

15th FEB 2011 DEFECT HAS RETURNED, CAR WILL BE BROCKED BACK
IN FOR NEXT WEEK I WILL CONTINUE TO COLLECT RESULTS

THERE IS NO WAY EVERY 1000-2000 MILES A CAR NEEDS NEW ROTORS
RIGHT NOW DUE TO CARMA POLICY THEY PICK UP THE BILL DUE TO WARRANTY

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

INVOICE #49812

CARMAX SERVICE CENTER

7766 BALBOA AVE.
SAN DIEGO, CA 92111
Phone: (858)712-6486 Fax: (858)712-6492
EPA # CAL00017267 Location: 7653 BAR # AL236606

Repair Order Open Date:
8:48 am 11/11/10

Repair Order Invoice Date:
2:44 pm 11/16/10

Service Employee: DANIEL DAWSON

Page 2 of 2

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: IMPALA
Address: [REDACTED]	VIN No: 2G1WB58N079 [REDACTED]	Color: BROWN	ESP Number: A7275000411020
Phone: [REDACTED] (contact)	License Plate: [REDACTED]	Mileage in: 15921	Out: 15925
			Sale Date: 07/03/10

LABOR

PARTS*

Technician	Labor Description	Time	Cost	Quantity	Part No.	Description	Charge
	CONCERN: CUSTOMER STATES DRIVERS WINDOW IS MAKING NOISE						
	CAUSE: The outter weather strip/ seal is rubbing on the window. The seal has got hard and does not flex with the window like it should.						
	CORRECTION: Replace the outter weather strip on the drivers door.						
				1	C 25949145	OUTTER FELT WINDOW STRIP LF	\$41.83

LABOR TOTAL

PARTS TOTAL

\$259.00 \$130.31

*All parts are new unless otherwise noted.

CarMax provides a Limited Warranty for all parts purchased at CarMax and all automotive service work performed by CarMax for a period of 6 months or 6,000 miles, whichever comes first. The full text of this Limited Warranty is set forth on the last page of this repair invoice.

If your original estimated repair charge was revised, please sign the following:

I acknowledge notice and oral approval of an increase in the original estimated price.

(Customer Signature or Initials)

I acknowledge receiving a copy of this invoice.

Customer Signature

Date

ITEM	TOTAL
LABOR	\$259.00
PARTS	\$130.31
SUBLET Labor: \$0.00 Parts: \$0.00	\$0.00
OTHER	\$0.00
TOTAL CHARGES	\$389.31
EXTENDED SERVICE PROTECTION (LESS)	\$0.00
EXTENDED SERVICE PROTECTION DEDUCTIBLE: \$0.00	\$0.00
MANUFACTURER WARRANTY	\$0.00
CUSTOMER NO CHARGE	\$189.81
SALES TAX	\$0.00
LABOR	\$0.00
PARTS	\$0.00
SUBLET	\$0.00
USE TAX: \$11.40	\$0.00
TOTAL TAX	\$0.00
PLEASE PAY THIS AMOUNT	\$199.50

CARMAX SERVICE CENTER

7766 BALBOA AVE.
SAN DIEGO, CA 92111
Phone: (858)712-6486 Fax: (858)712-6492

EPA # CAL00017267 Location: 7653 BAR # AL236606

Repair Order Open Date:
8:48 am 11/11/10

Repair Order Invoice Date:
2:44 pm 11/16/10

Service Employee: DANIEL DAWSON

Page 1 of 2



SAN DIEGO, CA
(contact)

Year: 2007 Make: CHEVROLET
VIN No: 2G1WB58N079
License Plate: [REDACTED]
Mileage in: 15921 Out: 15925

Model: IMPALA
Color: BROWN
ESP Number: A7275000411020
Sale Date: 07/03/10

LABOR

PARTS*

Technician	Labor Description	Time	Cost	Quantity	Part No. Description	Charge
	CONCERN: CUSTOMER STATES BRAKES ARE MAKING A RUMBLING NOISE (HEAT SPOTS & WARPING ON FRONT)					
	CAUSE: Road testd and could not confirm a rumbling noise or any pulsations. Inspected the brakes and the front rotors do have hot spots. The rotors are @ 1.180 and min is 1.141. The brake pads are @ 10 32nds. The rear is ok, pads @ 8-9 32nds					
Biesecker, R	BRAKE - NO REPAIR	0.0	\$0.00			
Biesecker, C	DIAGNOSE - BRAKE NO REPAIR - DIAGNOSTIC BRAKES	0.6	\$21.00			
Biesecker, R	R&R - DISC ROTOR - INCLUDES: REPACK WHEEL BEARIN	1.9	\$199.50	2	C 55126 ROTOR-FRONT	\$88.48
	CORRECTION: Replaced the front rotors, resurfaced the pads and lubed all contacts. Easy braking for the first 500 miles to properly seat all braking materials and reduce the chance for overheat or glazing.					
	CONCERN: CUSTOMER STATES HEATING UNIT NOT FUNCTIONING PROPERLY					
	CAUSE: Tested heat operation and would work intermitantly. Checked the coolant level and found the system is a little low. Topped off system and checked for any air pockets. Presure tested system for leaks and is ok.					
Biesecker, C	DIAGNOSE - AIR CONDITIONING / HEAT FUNCTION TEST	0.5	\$17.50			
Biesecker, R	AIR CONDITIONING PERF TEST	0.0	\$0.00			
	CORRECTION: Cooling system had an air pocket and was low on coolant. Bled air out, topped of fluid and is operating properly.					
	CONCERN: CUSTOMER STATES DRIVERS WINDOW IS MAKING NOISE					
	CAUSE: The outter weather strip/ seal is rubbing on the window. The seal has got hard and does not flex with the window like it should.					
Biesecker, C	DOOR TRIM-UPPER OUTER WINDOW STRIP	0.6	\$21.00			
Biesecker,	ELEC. (CONTROLS / FEATURES) ENTERTAINMENT SYS	0.0	\$0.00			

INVOICE #52618

CARMAX SERVICE CENTER

7766 BALBOA AVE.
SAN DIEGO, CA 92111
Phone: (858)712-6486 Fax: (858)712-6492
EPA # CAL00017267 Location: 7653 BAR # AL236606

Repair Order Open Date:
9:10 am 12/28/10

Repair Order Invoice Date:
9:36 am 12/28/10

Service Employee: DAVID BOWIE

Page 1 of 1

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: IMPALA
Address: [REDACTED]	VIN No: 2G1WB58N079		Color: BROWN
Phone: [REDACTED] (contact)	License Plate: [REDACTED]		ESP Number: A7275000411020
	Mileage In: 17089	Out: 17090	Sale Date: 07/03/10

LABOR				PARTS*		
Technician	Labor Description	Time	Cost	Quantity	Part No. Description	Charge
	CONCERN: BRAKES ARE PULSATING WHEN GOING DOWN HILL					
	CAUSE: Rotors have hot spots and need replaced					
Biesecker, R	BRAKE - NO REPAIR	0.0	\$0.00			
	CORRECTION: Rotors have hot spots and need replaced					

LABOR				PARTS*		
Technician	Labor Description	Time	Cost	Quantity	Part No. Description	Charge
	CONCERN: TIRE INFLATION INSPECTION PACKGE					
	CAUSE: CHECK TIRE PRESSURE					
Biesecker, R	TIRE INFLATION INSPECTION PACKGE	0.0	\$0.00			
	CORRECTION: INFLATED TIRES TO RECOMMENDED PRESSURE RATING LISTED ON THE VEHICLE'S PLACARD OR TIRE INFLATION REFERENCE RESOURCE - PRESSURE READINGS AFTER SERVICE PERFORMED - LF: 30 psi, LR: 30 psi, RR: 30 psi, RF: 30 psi					

LABOR TOTAL

0.0 \$0.00

PARTS TOTAL

\$0.00

*All parts are new unless otherwise noted.

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(Customer Signature or Initials)

I acknowledge receiving a copy of this invoice.

Customer Signature

Date

ITEM	TOTAL
LABOR	\$0.00
PARTS	\$0.00
SUBLET Labor: \$0.00 Parts: \$0.00	\$0.00
OTHER	\$0.00
TOTAL CHARGES	\$0.00
EXTENDED SERVICE PROTECTION (LESS)	\$0.00
EXTENDED SERVICE PROTECTION DEDUCTIBLE: \$0.00	
MANUFACTURER WARRANTY	\$0.00
CUSTOMER-NO CHARGE	\$0.00
SALES TAX	
LABOR	\$0.00
PARTS	\$0.00
SUBLET	\$0.00
USE TAX: \$0.00	
TOTAL TAX	\$0.00
PLEASE PAY THIS AMOUNT	\$0.00

INVOICE #52621

CARMAX SERVICE CENTER

7766 BALBOA AVE.
SAN DIEGO, CA 92111
Phone: (858)712-6486 Fax: (858)712-6492
EPA # CAL00017267 Location: 7653 BAR # AL236606

Repair Order Open Date:
8:33 am 01/03/11

Repair Order Invoice Date:
10:10 am 01/03/11

Service Employee: DAVID BOWIE

Page 1 of 1

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: IMPALA
Address: [REDACTED]	VIN No: 2G1WB58N079 [REDACTED]	Color: BROWN	ESP Number: A7275000411020
Phone: [REDACTED] (contact)	License Plate: [REDACTED]	Mileage in: 17299	Out: 17300
			Sale Date: 07/03/10

LABOR				PARTS*		
Technician	Labor Description	Time	Cost	Quantity	Part No. Description	Charge
	CONCERN: ROTORS HAVE HOT SPOTS. REPLACE WITH NEW ROTORS UNDER RETAIL WARRANTY					
	CAUSE: Technician Documentation Required					
				2	W BDR 55126 FRT ROTORS	\$83.30
Gagua, P	W R&R - DISC ROTOR - INCLUDES: REPACK WHEEL BEAR	1.9	\$66.50			
Gagua, P	W BRAKE - NO REPAIR	0.0	\$0.00			
	CORRECTION: Technician Documentation Required					

LABOR				PARTS*		
Technician	Labor Description	Time	Cost	Quantity	Part No. Description	Charge
	CONCERN: TIRE INFLATION INSPECTION PACKGE					
	CAUSE: CHECK TIRE PRESSURE					
Gagua, P	R TIRE INFLATION INSPECTION PACKGE	0.0	\$0.00			
	CORRECTION: INFLATED TIRES TO RECOMMENDED PRESSURE RATING LISTED ON THE VEHICLE'S PLACARD OR TIRE INFLATION REFERENCE RESOURCE - PRESSURE READINGS AFTER SERVICE PERFORMED - LF: 30 psi, LR: 30 psi, RR: 30 psi, RF: 30 psi					

LABOR TOTAL	1.9	\$66.50	PARTS TOTAL	\$83.30
			*All parts are new unless otherwise noted.	

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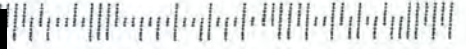
(Customer Signature or Initials)

I acknowledge receiving a copy of this invoice.

Customer Signature

Date

ITEM	TOTAL
LABOR	\$66.50
PARTS	\$83.30
SUBLET Labor: \$0.00 Parts: \$0.00	\$0.00
OTHER	\$0.00
TOTAL CHARGES	\$149.80
EXTENDED SERVICE PROTECTION (LESS)	\$0.00
EXTENDED SERVICE PROTECTION DEDUCTIBLE: \$0.00	
MANUFACTURER WARRANTY	\$0.00
CUSTOMER NO CHARGE	\$149.80
SALES TAX	
LABOR	\$0.00
PARTS	\$0.00
SUBLET	\$0.00
USE TAX: \$0.00	
TOTAL TAX	\$0.00
PLEASE PAY THIS AMOUNT	\$0.00



San Diego CA 921
FRI 04 MAR 2011 PM



U S DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
NUS-210
1200, NEW JERSEY AVENUE SE.
WASHINGTON
DC 2077-9382