

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 JAN 21 2011 22-NOV-2010	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City	State	Zip Code	Evening Telephone Number		
TULSA	OK				
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	Model Year
2G1WASEKXA			CHEVROLET	IMPALA	2010
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
10.15.10	Jim Glover Chevrolet		V6	Bi Fuel	
Original Owner	Dealer's City	State	No. Cylinders		
☐	Tulsa OK 74159-4940	OK	6		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
automatic	☐ Cruise Control	yes		31-OCT-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 160000 STRUCTURE				Failure Mileage	Failure Speed
				37500	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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2010 CHEVROLET IMPALA. THE CONTACT STATED THAT SHE BELIEVED THAT THE ACCELERATOR PEDAL AND BRAKE PEDAL WERE TOO CLOSE TOGETHER AND SHE DEPRESSED THEM BOTH AT THE SAME TIME. THE CONTACT FELT THAT THE PARKING BRAKE RELEASE WAS TOO HIGH UP. THE CONTACT SENT A LETTER TO THE MANUFACTURER WHO ADVISED HER TO TAKE THE VEHICLE TO AN AUTHORIZED DEALER. THE FAILURE MILEAGE WAS 37,500.					
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)

see letter of 7/7/11 and picture enclosed
corruption 3 almanacs; Ben Rathbone
manager used cars that yelled at me Kelly Caperton
enclosed letter. used motor vehicle - Pauls Commissioner

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

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**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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





STATE OF OKLAHOMA
USED MOTOR VEHICLE AND PARTS COMMISSION

2401 N.W. 23RD SUITE 57
OKLAHOMA CITY, OKLAHOMA 73107
TELEPHONE (405) 949-2626
FAX (405) 949-9996

December 17, 2010

[REDACTED]
[REDACTED]
Tulsa, OK [REDACTED]

Re: Your complaint against: **Jim Glover Chevrolet**

Dear [REDACTED] I have reviewed your complaint, notified the dealer of the complaint and received and reviewed the dealer's response. A dealer is notified of a complaint even if this Commission believes it is beyond the authority of the Commission to resolve the complaint because often the dealer will volunteer to assist a consumer even though the dealer is not required to do so.

After review of all the facts available to me, it is my opinion that the Commission cannot assist you in resolving this matter. There may be special specific reasons for this determination. If so, you will find an explanation written on the lines below the signature on this letter. You may wish to seek legal advise to determine whether you have any legal recourse.

The Commission's records regarding this matter are public record and are available to you for a period of (3) years if needed.

Sincerely,

Brian Wilson
Investigator
State of Oklahoma
Used Motor Vehicle And Parts Commission
2401 NW 23rd, Suite 57
Oklahoma City, OK 73107

Written explanation: Your vehicle was sold "As Is". Other concerns about the vehicle are out of the dealer's control, i.e. spacing of pedals (brake and gas) You may wish to seek legal advise to determine whether you have any legal recourse.