

2011 NHTSA Safety Recall
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH (2 DA1)
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 06 JUN 2011 JUL 18 2011	Repository <input type="checkbox"/>
Reference No. 10405310	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	MANCHESTER	State	CT	Zip Code	[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 2G1WF52K149 [REDACTED]	Make CHEVROLET	Model IMPALA	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 02-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage 51220	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. THE CONTACT STATED WHILE DRIVING 30 MPH SHE ATTEMPTED TO STOP AT THE TRAFFIC LIGHT WHEN THE BRAKES WERE DEPRESSED AND EXTENDED TO THE FLOOR. THE VEHICLE WAS TOWED TO A LOCAL DEALER WHO PERFORMED A DIAGNOSTIC TEST THAT LOCATED THE FAILURE WITHIN THE THREE BRAKE LINES. THE BRAKES LINES FAILED DUE TO CORROSION. THE VEHICLE WAS REPAIRED. THE DEALER REPLACED THE CORRODED BRAKE LINES. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CURRENT MILES WERE 51,220.

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 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.

Manchester, C
June 27,2011

NHTSA
Randy Reid Chief
Correspondence Research Division
1200 New jersey Ave SE
Washington, DC 20590

Re: Chevy 2004 Impala V6 engine with 3 (three failed brake lines) as initially reported via telephone June 6, 2001 to the NHTSA.

Dear Mr. Reid:

Enclosed please find 3 photos of the corroded brake lines and copies of the invoices for the repair of the three failed brake lines and associated towing charges for the vehicle. The 4th brake line has been inspected and was found to be intact with no evidence of corrosion.

Having searched online I found a number of individual reporting from coast to coast similar problems with brake lines on Chevrolets ranging from trucks, SUV and passenger vehicles.

The Web Site for these reports is:

<http://trucks.about.com/b/2011/04/22/brake-line-corrosion-suspected-in-gm-trucks.htm#gB3>

Though the possibility exists for all three brake lines to fail at once, it seems quite improbable to me that this would occur unless all three brake lines were fitted with defected materials.

Fortunately no accident occurred and no injuries but the probability for such remains should the failure of the brake lines occur in heavy traffic or indeed on a highway at highway speeds.

I have contacted GM Chevrolet and they are unwilling to compensate for the cost of the repair which you will note from the enclosed invoice cost, \$694.71 at Carter Chrevorle in Manchester, CT 06040

GM did offer me \$1500 towards to cost of a new vehicle. I have no interest in purchasing a new vehicle at this time and certainly not a GM automobile.

I hope that this communication might help initiate a recall of all GM vehicles in light of the possible serious consequences that such a failure might conceivably translate into serious injury or indeed loss of life that can and should be prevented.

Thank you for taking the time to review this complaint and I am looking forward to hearing from you concerning what if any resolution evolves from this incident.


Sincerely,

Encl: 5

860-649-7243
 917 Center Street
 Manchester, CT 06045

860-872-2447
 8A River Street
 Vernon, CT 06066

SERVICE

TIME OF CALL A.M. P.M.	DATE IN 6/2/11	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	PO./CASE #		
ADDRESS		CITY						
YEAR		MAKE/MODEL Chevrolet Impala		COLOR SLV	ODOMETER	DRIVER		
MARKER PLATE # 671 092	STATE CT	VIN # 2G1WF52K147	REGISTERED OWNER					
LOCATION OF VEHICLE Milford Road								
TOWED TO Center Chev								
INSPECTED BY INSURANCE CO.		APPRAISER NAME		DATE	DRIVER			
RELEASED BY		DATE	PHONE #					
REASON FOR TOW		TYPE OF TOW		PERSONAL'S TAKEN BY DATE PHONE#				
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ABANDONED <input type="checkbox"/> NO START <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> TOW ZONE <input type="checkbox"/> STOLEN <input type="checkbox"/> SNOW REMOVAL		<input type="checkbox"/> BREAK DOWN <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FIRE LANE <input type="checkbox"/> JUNK <input type="checkbox"/> ARREST <input type="checkbox"/> IMPOUNDED		<input type="checkbox"/> SLING/HOIST <input type="checkbox"/> FLAT BED/RAMP <input checked="" type="checkbox"/> WHEEL LIFT		VEHICLE STORAGE TIME FROM _____ TO _____ DAYS @ \$ _____		
SPECIAL EQUIPMENT USED		TOWED PER ORDER OF		INDICATE DAMAGED AREA(S) ON VEHICLE:				
<input type="checkbox"/> WINCH <input type="checkbox"/> DOLLIES <input type="checkbox"/> RAMP(S) <input type="checkbox"/> SNATCH BLOCKS		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER		 KEYS LEFT Y N RADIO Y N				
METHOD OF PAYMENT		OTHER SERVICES		MILEAGE				
<input type="checkbox"/> FLARES <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> REMOVE AXLE <input type="checkbox"/> SECURE LOOSE PARTS		<input type="checkbox"/> SWEEP <input type="checkbox"/> FIRST AID		FINISH _____ START _____ TOTAL _____				
AUTHORIZED SIGNATURE		DATE		TOWING CHARGE				
<input checked="" type="checkbox"/> I agree to hold the company harmless for any damage due to towing or services rendered.		DRIVER SIGNATURE		FINISH _____ START _____ TOTAL _____				
DRIVER SIGNATURE		DATE		LABOR				
DRIVER #		TRUCK #		FINISH _____ START _____ TOTAL _____				
				EXTRA PERSON				
				STORAGE				
				LIST				
				SUBTOTAL				
				TAX				
				TOTAL 60.00				

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

THANK YOU!

1229 Main Street
 1229 Main Street
 Manchester, CT 06048
 (860) 646-6464
 www.carterofmanchester.com

7881118

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
MANCHESTER		2G1WF52K149 [REDACTED]		51220	06/06/11	65776 A	
CT [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		04	CHEVROLET	IMPALA	SILVER	00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
37833	[REDACTED]	[REDACTED]	[REDACTED]	4329	00/00/00	697	CASH
CUST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
100.5	11/17/03	27	51216	06/02/11	11/17/03	3.8L V6 SFI OHV NS	

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/CTY	TYPE	AMOUNT
A *						
Com Customer states lost ALL BRAKES, LOW BRAKE FLUID LIGHT. ALSO SAW SMOKE FROM LEFT SIDE UNDER HOOD.						
Cau BRAKE LINE RUSTED THROUGH.						
REPLACED 3 ROTTED BRAKE LINES FROM ELECTRONIC BRAKE CONTROL MODULE TO						
Cor REAR OF VEHICLE. BLEED SYSTEM AND ROAD TESTED OK.						
			A09		C	502.75
			10335974 PIPE	1	C	44.26
			10408539 PIPE	1	C	40.95
			10408540 PIPE	1	C	40.54
			12377967 FLUID	1	C	8.89
<i>With Machine copy to us only</i>						Line Total.....
						637.39

6/6/11
Confirmation #
Watson
Highway
Softy adam
#10405310

Labor	502.75
Parts	134.64
SHOP SUPPLIES	18.00
Sales Tax	39.32
TOTAL-CUST-CASH	694.71

Called Chevrolet 1-800-222-1020 requested reimbursement
File # 70954685608 - 1-2 days

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

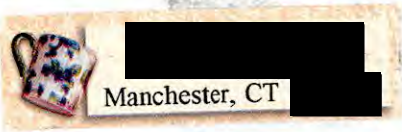
On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)







Manchester, CT

WASHINGTON, DC



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





ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED