

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

DOT Auto Safety Hotline

FOR AGENCY USE ONLY

100148

Date Received

AUG 29 2011

16-JUN-2011

Repository ☐

Reference No.

10407158

OWNER INFORMATION (Type or Print)

Name

Address

City TECUMSEH

State OK

Zip Code

Daytime Telephone Number

E-mail Address

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

2G1WH55K729

Make

CHEVROLET

Model

IMPALA

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

13-JUN-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 220000 SEATS, 221700 SEATS: FRONT ASSEMBLY: SEAT HEATER/COOLER

Failure Mileage

Failure Speed

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 THAT THE UNOCCUPIED VEHICLE IGNITED INTO FLAMES WHILE PARKED. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE YET A POLICE REPORT WAS NOT FILED. THE FAILURE WAS CONTRIBUTED TO THE ELECTRICAL WIRING OF THE FRONT DRIVER SIDE HEATED SEAT. THE VEHICLE WAS COMPLETELY DESTROYED. THE MILEAGE WAS UNKNOWN.

ADDITIONAL INFORMATION - OVER →

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)

I returned home to Tecumseh, Oklahoma from Ft. Worth, TX on June 13, 2011. I parked at my daughter's home to tell her I was home. About 10 minutes later, we heard a passerby honk. We looked out to see black smoke billowing out of my shattered window. Some neighbors called the fire department. After the fire was put out, the fireman declared the fire had started in the back of the driver's seat, apparently in the wiring. That seat was mostly consumed and of course, there was damage to the rest of the interior. Because of wiring and electrical damage, I fear to ever drive this car again even if it were fixed.

I am 65, medically retired, live alone, and cannot afford to get another car. I am now without transportation and must rely on neighbors and family to accomplish necessary trips. *I shutter To Think what would have happened if my Hybrid GREAT GRANDSON would have been Locked in his CAR SEAT when I RAN in To tell my daughter I was home !!!*
I contacted GM because I felt a defect in the original wiring of the car had caused the fire, but they only told me that my warranty had expired. Apparently, they have no intention of taking any responsibility. But I did absolutely nothing to cause this fire. *Enclosed is their Letter To me.*

I am not looking for a big settlement, only to be made "whole" again. I need reliable transportation to continue to live alone. Could you help me to get justice in my situation?

8/3/2011

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

OKLAHOMA CITY OK 731

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BUSINESS REPLY MAIL

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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

SAFERCARGOV



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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Eric Wilt
Claims Administrator

June 30, 2011

[REDACTED]
Tecumseh, OK [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 729881
Our Client: General Motors LLC
Date/Event: 6/13/11
Subject vehicle: 2002 Chevrolet Impala
VIN: 2G1WH55K729 [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Oklahoma is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 9/20/02, and this statute would have expired on 9/20/06. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Eric Wilt

Eric Wilt
Claims Administrator

I do not have a copy of my letter to GM, But I did not "Demand", I only Requested help with my situation. I believe the value of my car prior to the fire would be fair.