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|  <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p> | | FOR AGENCY USE ONLY 100148 | |
| | | Date Received JUL 29 2011 27-JUN-2011 | | Repository <input type="checkbox"/> Reference No. 10409019 | |
| OWNER INFORMATION (Type or Print) | | | | | |
| Name | | Address | | Daytime Telephone Number | |
| City | | State | | Evening Telephone Number | |
| MCKEE SPORT | | PA | | SAME | |
| Zip Code | | E-mail Address | | | |
| | | NONE | | | |
| 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 | |
| 2G1WF52E649 | | CHEVROLET | | IMPALA | |
| Model Year | | Engine: | | Fuel Type: | |
| 2004 | | No: Cylinders | | GAS | |
| Date Purchased | | Dealer's Name and Telephone Number | | State | |
| 8-31-04 | | SPENEY CHEVROLET | | PA | |
| Original Owner | | Dealer's City | | Zip Code | |
| 4 | | WEST NEWTON | | 15089 | |
| Transmission Type | | Powertrain | | Multiple Failure: | |
| AUTO | | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | | Incident Date(s) | |
| | | | | 16-JUN-2011 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC | | | | Failure Mileage | |
| | | | | 22000 | |
| | | | | 26388 | |
| | | | | Failure Speed | |
| | | | | 5 | |
| 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: DOTM9ABC036) | | <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 | | Fire | | Number of Persons Injured | |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | 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 2004 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE DRIVING DOWNHILL AT A LOW SPEED, THE LOW BRAKE FLUID LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. AFTER REACHING HIS DESTINATION, THE CONTACT EXAMINED THE VEHICLE AND NOTICED A BRAKE FLUID LEAK. THE CONTACT ALSO STATED THAT THE BRAKE LINES NEAR THE MASTER CYLINDER WERE SEVERELY RUSTED. THE VEHICLE WAS INSPECTED BY AN INDEPENDENT MECHANIC, WHO ADVISED THE CONTACT TO REPLACE THE BRAKE LINES. THE LEAKING BRAKE LINE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 22,000. THE VIN WAS UNAVAILABLE. 26388 2G1WF52E649 | | | | | |
| 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. | | | | | |

McKeesport, PA

THIS IS A COPY OF
A MEMO SENT TO
GM CUSTOMER SERVICE
6-21-11

CUSTOMER SERVICE,

MY NAME IS [REDACTED], AND I

RETIRED FROM THE FISHER BODY DIVISION AT WEST MIEFLIN, PA. IN 1989. AFTER 36 YEARS OF SERVICE I RETIRED AS SUPERVISOR OF INDUSTRIAL ENGINEERING. I STARTED THERE AFTER 4 YEARS IN THE MARINES DURING THE KOREAN WAR (1948-1952). I WAS TOLD THAT BEING I WORKED FOR GM, I SHOULD INVEST IN GM STOCK, WHICH I DID, AND REINVESTED ALL DIVIDENDS. I ENDED UP WITH 3115,942 SHARES WHEN GM DECLARED BANKRUPTCY AND I LOST OVER \$262,000.00, AND AN ADDITIONAL \$1700.00 FOR AN EXTENDED WARRANTY, AND STOCK LOSSES IN ALL THE OTHER GM AFFILIATES THAT DECLARED BANKRUPTCY. WHILE WORKING, I PURCHASED AT LEAST 2 VEHICLES A YEAR AND RECOMMENDED VEHICLES TO MY FAMILY AND FRIENDS. I NOW HAVE A 2004 IMPALA WITH 23,642 ORIGINAL MILES AND A 2005 MALIBU WITH 34,488 ORIGINAL MILES. ON 6-16-11 I STARTED TO GO OUT SHOPPING IN THE IMPALA AND GOING DOWN A HILL, THE "LOW BRAKE FLUID" LIGHT CAME ON. I PUT IT IN LOW GEAR AND APPLIED THE EMERGENCY BRAKE AND CAME TO A STOP INCHES AWAY FROM A TRUCK. I RETURNED.

McKeesport, PA

HOME CAREFULLY AND CALLED THE DEALER FROM WHICH THE CAR WAS PURCHASED AND HE TOOK IT TO HIS SHOP. THE BRAKE LINES THAT ARE LEAKING ARE STEEL AND MUST BE REPLACED BECAUSE OF THE RUST. THEY ARE EXPOSED TO THE ELEMENTS AND ARE RUSTING. G.M MAY HAVE SAVED \$16.⁰⁰/VEHICLE WITH THESE LINES, BUT IF SOMEONE WAS IN AN ACCIDENT, BECAUSE OF THIS, IT WOULD COST THEM MORE THAN WHAT THEY SAVED. I THEREFORE AM REQUESTING THAT THESE LINES BE REPLACED ON MY VEHICLES AT NO COST TO ME. I CANNOT AFFORD IT WITH ALL THE STOCK LOSSES I HAVE HAD. IF THIS REQUEST IS NOT GRANTED, I WILL WRITE TO THE NHTSA IN WASHINGTON TO INVESTIGATE THIS CONDITION AND HAVE G.M RECALL ALL VEHICLES WITH STEEL LINES. I AM VERY RELUCTANT TO DRIVE BOTH VEHICLES AND THE IMPALA WILL SIT ON THE DRIVEWAY LEAKING BRAKE FLUID. AN IMMEDIATE RESPONSE IS REQUESTED.

THANK YOU FOR

YOUR CONSIDERATION-

McKeesport, PA,



July 5, 2011

[REDACTED]
Mckeesport, PA [REDACTED]

Dear [REDACTED]

Thank you for contacting Chevrolet. We are sorry to learn about the rusted brake line concern on your 2004 Chevrolet Impala. We sincerely apologize for the inconvenience this may have caused you.

Since you are experiencing a concern with your vehicle, your vehicle needs to be diagnosed by Chevrolet dealership. The dealer may charge for a diagnostic fee since the vehicle is already out of the manufacturer's warranty. A diagnostic fee is an important part in determining the nature of the concern. It also helps to determine the estimated cost of repairs. Once a proper diagnosis has been conducted by a GM dealership, we can further review your request for assistance. If the diagnosis points towards cost assistance, the diagnostic fee can be incorporated into the repair expense.

Total customer satisfaction is important to us at Chevrolet. If you should need to contact us in the future, please feel free to call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday between 8 a.m. and 9 p.m. Eastern Time.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-961751538

7-22-11

McKEESPORT, PA

ADDITIONAL INFORMATION
IN A CALL FROM G.M. CUSTOMER SERVICE

RECEIVED A CALL FROM GM CUSTOMER SERVICE AND THE PERSON SAID THAT I MUST TAKE THE VEHICLE TO A GEN. MOTORS DEALER IN THIS AREA AND THEY WILL CHARGE YOU A FEE TO HAVE A PERSON DIAGNOSE THE LINES. I PURCHASED THE VEHICLE FROM AN AUTHORIZED GENERAL MOTORS DEALER THAT I HAVE TRUSTED AND HE SOLD MANY VEHICLES TO FISHER BODY, PITTSBURGH EMPLOYEES. WHEN GM DECLARED BANKRUPTCY, THEY ELIMINATED MANY DEALERS AND SPENEY WAS INCLUDED, BUT I STILL TRUST HIM AND HAVE MUCH CONFIDENCE IN HIS WORK. THAT IS WHY I HAD HIM DO THE WORK. CAN YOU PICTURE A GM. DEALER EMPLOYEE SAYING THE RUSTY BRAKE LINES ARE OK? I CAN'T! I TRUST THE SPENEY OPINION, AND I AM VERY RELUCTANT TO DRIVE THIS CAR. WHEN THE BRAKE LINE FAILED, THE MILEAGE WAS 26388. NOW ONE MONTH LATER THE MILEAGE IS 26631. I HOPE, AND GM BETTER HOPE THAT THIS VEHICLE IS NEVER IN AN ACCIDENT BECAUSE OF FAILED RUSTY BRAKE LINES.

6244 2318

SPENEY SALES & SERVICE, INC.

115 West Main Street Telephone 872-7700
WEST NEWTON, PA. 15089

| QTY. | PART NO. OR DESCRIPTION | SALE AMOUNT |
|------|-------------------------|-------------|
| 1 | LINB | 11 90 |
| 2 | FRINGS | 3 90 |

CUSTOMER'S NAME [REDACTED]
CITY McKeesport Pa
YEAR 1970 TYPE OR MODEL 04 MAKE Chevrolt LICENSE NO. [REDACTED]

MOTOR NO. SERIAL NO.

DELIVERY DATE TRANS. NO. DIFF. NO.

PAINT AND TRIM NO. BODY NO. STYLE NO.

SPEEDOMETER 26388 PHONE RES. PHONE BUS.

ORIGINAL ESTIMATE (PARTS & LABOR) \$
AUTHORIZED ADD'L REPAIRS \$
TOTAL \$

ADD'L REPAIRS OK'D BY X
DATE TIME

| TIME PROMISED | LABOR CHARGE |
|--|--------------|
| LUBRICATE <input type="checkbox"/> | |
| CHANGE OIL <input type="checkbox"/> | |
| CHANGE OIL FILTER CART. <input type="checkbox"/> | |
| SERVICE AIR CLEANER <input type="checkbox"/> | |
| CHANGE TRANS. OIL <input type="checkbox"/> | |
| CHANGE DIFF. OIL <input type="checkbox"/> | |
| PACK FRONT WHEEL BRGS. <input type="checkbox"/> | |
| ADJUST BRAKES <input type="checkbox"/> | |
| BALANCE WHEELS <input type="checkbox"/> | |
| ALIGN FRONT WHEELS <input type="checkbox"/> | |
| X TIRES <input type="checkbox"/> | |
| WASH <input type="checkbox"/> | |
| STATE INSPECTION <input type="checkbox"/> | |

OPER. NO. REPAIR ORDER - LABOR INSTRUCTIONS
Repair Brake Lines - Insul Fittings - Bleed System **45 93**

David M. [Signature]

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
SAVE DISCARD

P.O. NO. SUBLET REPAIRS

"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 or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to

| INTERNAL SUMMARY | | | LABOR | PARTS | ACCESSORIES | GAS, OIL & GREASE | SUBLET REPAIRS | HAZARDOUS DISPOSAL | TAX | TOTAL AMOUNT |
|------------------|--------|------|--------------|--------------|-------------|-------------------|----------------|--------------------|-------------|--------------|
| ACCT. | CHARGE | COST | | | | | | | | |
| | | | 45 93 | 19 90 | | | | | | |
| | | | | | | | | | 3 94 | 69 57 |

I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF THE EXTENT, NATURE AND COST OF THE SERVICES TO BE PROVIDED.

SIGN _____
YOU HAVE THE RIGHT TO EXAMINE PART(S) REPLACED ON YOUR CAR. DO YOU WISH TO EXAMINE THE PARTS REPLACED
INITIAL _____ INITIAL _____
YES _____ NO _____

| | | |
|---------------------------|--|-----------------------------------|
| GALS. GAS @ | | <input type="checkbox"/> CASH |
| QTS. OIL @ | | <input type="checkbox"/> CHARGE |
| LBS. GREASE @ | | <input type="checkbox"/> INTERNAL |
| AUTO. TRANS. OIL | | OK'D BY |
| TOTAL GAS, OIL AND GREASE | | |