

Subject: FW: Additional info/correspondence -- 10467150
Date: Friday, July 27, 2012 2:42:14 PM

From: [REDACTED]
Sent: Thursday, July 26, 2012 5:37 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

E-mailing reference filing a complaint on my 2004 Chevy Impala w/3.8 ltr. for stalling out (stopping) twice while driving down the highway. Both times it restarted by the dealer could not find any codes. Today, it did it three times and we took it right to the dealer without shutting it off. while idling in the lot, it stalled again. The technician ran it for codes and immediately it popped up as a bad "Mass Air Sensor". It was replaced and the car is so far running fine.

I thought I would get back to you on this because it poses a huge safety issue when a car does this and no codes can be found when you shut the car down and or restart it. How are you to find out what it is when even the dealer can't find the codes??? I believe this is a major safety issue in that the problem is so simply rectified but almost impossible to find --- who doesn't shut their car down and or restart it to get going again??

Maybe NHTSA can add this as a possible issue when the car stalls out in traffic but will restart and no codes can be found. Thank god we were only doing about 35 mph. and not 65 mph.

Thanks for your time

[REDACTED]

On Mon 07/23/12 7:53 PM , US DOT NHTSA donotreplyodi@dot.gov sent:

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10467150](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the

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information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.