


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 05-NOV-2012		Repository <input type="checkbox"/> Reference No. 10483355			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number [Redacted]		E-mail Address	
Name [Redacted]		Address [Redacted]		Evening Telephone Number					
City LANCASTER		State NY		Zip Code [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 2G1WD58C479 [Redacted]				Make CHEVROLET		Model <del>MALIBU</del> Impala		Model Year 2007	
Date Purchased 7/2010		Dealer's Name and Telephone Number Joe Basil Chevrolet - 716 683 6800				Engine: V8 No: Cylinders		Fuel Type: Gasoline	
Original Owner <input type="checkbox"/>		Dealer's City Depew		State NY		Zip Code 14043			
Transmission Type Hsp. Auto		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 01-NOV-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 100000 POWER TRAIN A V tomahawk Transmission						Failure Mileage 40000		Failure Speed 20	
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 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 2007 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 0 TO 20 MPH THE VEHICLE WOULD VIOLENTLY SHEKE FORWARD WHEN TRYING TO REACH FIRST GEAR. THE RPM'S WOULD ALSO REV UP TO APPROXIMATELY 3,000. THE CONTACT STATED THAT THIS FAILURE HAD OCCURRED ON AN INTERMITTENT BASIS FOR THE LAST TWELVE MONTHS. THE VEHICLE WAS LATER TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS. AFTER DIAGNOSIS THEY ADVISED HIM THAT THE TRANSMISSION WOULD NEED TO BE REBUILT. THE VEHICLE WAS TAKEN TO THE DEALER FOR A SECOND OPINION AND WAS AWAITING THE DIAGNOSIS. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 40,000. THE CURRENT MILEAGE WAS APPROXIMATELY 53,000.									
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.									

**Narrative Description of Incident(s); Failure(s), Crash(es), and Injury(ies)**

The day I took my car in for service, it would not catch first gear at all, which posed a threat while I was driving in traffic. This is a safety issue.

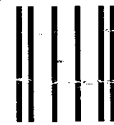
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

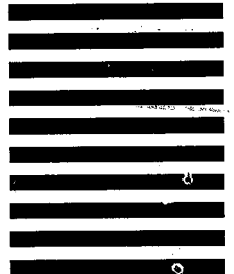
**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**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**



**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**

**\*\*\*\*\***  
**NHTSA**  
**\*\*\*\*\***

OFFICE OF DEFECTS INVESTIGATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
U.S. DEPARTMENT OF TRANSPORTATION  
WASHINGTON, DC 20590

# ATT

# SE

**DO NOT ACC**

● All work has been completed.  
● Service Advisor

● You are 'Completely Satisfied' with our service experience.

Date	Customer	Service Consultant



**Completely Satisfied**



**Definitely Recommend**

If you are 'Completely Satisfied' please tell others.....  
If you are not, please tell us!!

\_\_\_\_\_  
Jay Thiel (Service Manager @206-1776)

JOE BASIL CHEUROLET  
5111 TRANSIT RD.  
DEPEW, NY 14043  
716-683-6800

**COPY**  
11/10/2012 11:03:01  
Sale:

Transaction # 3  
Card Type: **UISE**  
Acc: \*\*\*\*\*  
Entry: Swiped  
Total: 764.21

Device ID: 2222  
Reference No.: 282315501666416  
Auth.Code: 08221C  
Respon. AUTH/TKT 08221C  
Merchant number \*\*\*01956

CUSTOMER COPY

JOE BASIL CHEUROLET  
5111 TRANSIT RD.  
DEPEW, NY 14043  
716-683-6800

**COPY**  
11/10/2012 11:02:29  
Void Sale:

Transaction # 2  
Card Type: **UISE**  
Acc: \*\*\*\*\*  
Entry: Swiped  
Void Sale: 764.21

Device ID: 2222  
Reference No.: 082315499606891  
Auth.Code: 31C  
Respon. SALE VOIDED 31C  
Merchant number \*\*\*01956

CUSTOMER COPY

# Thank You!

Called 4/26

CUSTOMER #: 8678718  
UNIT# RED

631063

\*INVOICE\*

JOE BASIL CHEVROLET, INC.

5111 TRANSIT ROAD, DEPEW, NEW YORK 14043  
Commercial Service: (716) 206-1748 and (716) 206-1716  
(716) 883-6800 · www.joebasilchevrolet.com



LANCASTER, NY  
HOME: CONT:N/A  
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 999 JOEL R BEDELL

THANK YOU  
REPAIR SHOP REG. NO. R5320407

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET IMPALA	2G1WD58C479		52861/52864	T1821

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL10 IS							
31JUL10 DD	31JUL10		21:00 07NOV12		VARI	CASH	09NOV12

R.O. OPENED	READY	OPTIONS:	STK:S1103 DLR:13-006 AXL:RED				
13:18 02NOV12	16:21 09NOV12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE WILL NOT MOVE IN DRIVE, VEHICLE WILL MOVE IN LOW GEAR. VERIFIED IN LOT, WOULD NOT MOVE IN DRIVE, PUT IN LOW GEAR AND REVED ENGINE THEN WOULD MOVE, PUT IN REVERSE AND IS MOVED, AND THEN DID MOVE IN DRIVE, DID NOT DRIVE OUT OF LOT  
CAUSE: FORWARD CLUTCHES WORN

K7536 INPUT AND 3RD CLUTCH REPLACEMENT  
591 WC94

- 1 24206959 GASKET KIT
- 1 24236214 HOUSING
- 1 24242263 PLATE KIT
- 1 24205378 PISTON
- 1 24240478 TRANSAXLE KIT
- 1 24225825 VALVE
- 5 24204104 PLATE
- 10 88861037 FLUID
- 1 24236554 FITTING
- 1 24236555 FITTING
- 1 19130464 CLIP

- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)
- (N/C)



CC: 0342  
FC: 6051  
PART#: 24236214  
COUNT: 1  
CLAIM TYPE: ZREG  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

52861 TEST DROVE CAR SLIP IN DRIVE PERFORMED PRESSURE TEST ALL WITHIN SPEC DROPPED TRANNY PAN FOUND NO METAL IN PAN DW: DUREING REMOVEAL OFF TRANNY HAD TO TAKE OFF CROSS OVER FOR EXHAUST HAD TO HEAT ALL 6 STUDS & RETAP HOLES DUE TO THREAD CONDITION REMOVED TRANNY & DISASMBELED CK ALL CLUTCHES & FOUND FORWARD CLUTCHES WORN & Input Clutch Housing Assembly DAMAGED & TCC SOLENOID SCREEN MISSING ALSO REPLACED REPLACED INPUT HOUSEING & ALL CLUTCHES & RELATES SEALES

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/DEDUCTIBLE	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

CUSTOMER #: 8678718  
 UNIT# RED

631063

**JOE BASIL CHEVROLET, INC.**  
 5111 TRANSIT ROAD, DEPEW, NEW YORK 14043  
 Commercial Service: (716) 206-1748 and (716) 206-1716  
 (716) 683-8800 · www.joebasilchevrolet.com

\*INVOICE\*

**GM Goodwrench Service**  
 Right. On time.

**Goodwrench**  
 Auto Body Center

LANCASTER, NY  
 HOME: CONT:N/A  
 BUS: CELL:

PAGE 2



**GENUINE CHEVROLET**  
**THANK YOU**  
 REPAIR SHOP REG. NO. R5320407



SERVICE ADVISOR: 999 JOEL R BEDELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	07	CHEVROLET IMPALA	2G1WD58C479		52861/52864	T1821	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL10 IS							
31JUL10 DE	31JUL10		21:00 07NOV12		VARI	CASH	09NOV12
R.O. OPENED		READY	OPTIONS: STK:S1103 DLR:13-006 AXL:RED				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
REINSTALLED IN CAR PERFORMED FLUSH FLOW 0.7GPM AT 70 DEGREES CYCLE 42							
CODE CB2EF97 MIN STEEL LINES 0.7 GPM REINSTALLED FOUND FITTINGS AT							
TRANNY LEAKING REPLACED BOTH RESET TAPS TOPPED FLUID RESET TOE & RETEST							
DROVE FLUID FULL SHIFTING AS DESIGN GM POLICY REPAIR							
*****							



GENUINE CHEVROLET



BASIL



*Just what you're looking for*

CUSTOMER PAY DEDUCTIBLE FOR LINE A

764.21

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHILTON MANUAL AND MOTORS CRASH BOOK, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

TERMS: STRICTLY CASH OR CREDIT CARD

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/DEDUCTIBLE	764.21
TOTAL CHARGES	764.21
LESS DISCOUNT	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>764.21</b>

X