

 <p>DOT Auto Safety Hotline 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 SEP 10 2013 08-AUG-2013	Repository <input type="checkbox"/> Reference No. 10534285
OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		Evening Telephone Number
City	CLARENDON	State	PA 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 2G1WB58K579 [REDACTED]		Make CHEVROLET	Model IMPALA
Date Purchased 3/2009		Dealer's Name and Telephone Number WARREN MIDTOWN MOTORS 814-723-5400	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 06-AUG-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 73000	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)	<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). <i>WINNING</i>			
TL* THE CONTACT OWNS A 2007 CHEVROLET IMPALA. THE CONTACT STATED THAT THE FRONT END MADE A LOUD WINNING NOISE AT VARIOUS SPEEDS. THE CONTACT'S PERSONAL MECHANIC INSPECTED THE POWER STEERING FLUID AND FOUND THAT THE POWER STEERING FLUID WAS FOAMING. THE VEHICLE WAS TAKEN TO THE DEALER FOR FURTHER DIAGNOSTIC TESTING, WHICH LOCATED THE FAILURE AT THE STEERING RACK AND PINION. THE VEHICLE WAS NOT REPAIRED. THE CONTACT ALSO WANTED TO STATE THAT THE STEERING WHEEL INTERMEDIATED SHAFT WAS REPLACED AT 43,798 MILES. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 73,000. <i>ALL THE ABOVE IS CORRECT I DO NOT HAVE THE PAPERWORK ANY LONGER, BECAUSE WHEN I FOUND THE RACK + PINION HAD TO BE REPLACED I TRADED IT IN AT JAMES CHEVROLET - WARREN, PA FOR A 2013 CHEVY IMPALA LT. TODAY I SAW PRINCE ON THEIR LOT FOR SALE THEY REPAIRED THE RACK + PINION, HOPE I HAVE BETTER LUCK WITH</i>			
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.			

*THIS
is
over*

AFTER I SPOKE TO YOUR REP, THAT SAME DAY I CONTACTED
"GM" AND COMPLAINED ABOUT THE "STEERING ISSUES" I HAVE HAD,
I INFORMED THEM THAT I CONTACTED THE NATIONAL SAFETY
ADMIN^{STR} AND COMPLAINED ABOUT UNSAFE THAT CAR WAS TO DRIVE,
BECAUSE OF THE STEERING ISSUES, THAT SAME NIGHT I
DECIDED NOT TO CHANCE IT ANY MORE AND "GM GAVE ME
A \$2,000 REBATE TO BE USED ON MY NEW CAR PURCHASE,
WHICH I GLADLY ACCEPTED.

I THANK-YOU FOR YOUR TIME ON THIS
MATTER, I HOPE FOR THE NEW OWNER, TO HAVE
BETTER LUCK THAN I WITH THE 2007.

SINCERELY,

[REDACTED]

[REDACTED]



Clarendon, PA

ERIE PA 165

26 AUG 2013 PM 1 L



National Highway Safety Admin
1200 New Jersey Ave SE
Washington, DC 20590

