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

MAY 29 2014

U.S. Department of Transportation
National Highway Traffic Safety Administration

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

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
31-MAR-2014	Reference No. 10575789

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City	~~GREENSTEAGE~~ QUEENS VILLAGE	State NY	Zip Code [redacted]
		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	Make	Model	Model Year
2G1WH55K339[redacted]	CHEVROLET	IMPALA	2003

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
4/26/2003	ATLANTIC CHEV CADILLAC 1-888-254-9645		No: Cylinders 6	GASOLINE
Original Owner ☒	Dealer's City 1391 SUNRISE HWY BAYSHORE	State NY / Zip Code 11706		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control			09-NOV-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
	81483	

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: DCTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2003 CHEVROLET IMPALA. THE CONTACT STATED THAT HE ATTEMPTED TO TURN THE VEHICLE OFF BUT WHEN HE REMOVED THE KEY, THE ENGINE REMAINED ON. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION AND THEY STATED THE IGNITION SWITCH NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 81,483.

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.

EAST HILLS CHEVROLET
OF DOUGLASTON

240-02 NORTHERN BLVD - DOUGLASTON, NY 11362
PHN: 718-279-5300 FAX: 718-224-1616

77662 [redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted] QUEENS VILLAGE NY [redacted]	2G1WH55K339[redacted]	81483	11/11/13	77662

YEAR	MAKE	MODEL	COLOR	TAG NO.
03	CHEVROLET	IMPALA LS	GRAY	00277

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
036519	[redacted]	[redacted]	- -		00/00/00	IV	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
125.0	00/00/00		81482	11/11/13	04/26/03

SERVICE HOURS: MON - FRI 7:30AM - 6:00PM
SATURDAY HOURS 8:00AM - 2:00PM
NO APPOINTMENT NECESSARY

OUR GOAL IS 100% SATISFACTION, IF YOU ARE NOT 100% SATISFIED PLEASE CALL ED COLLURA-OUR SERVICE DIRECTOR AT 718-279-5300 OR EMAIL ECOLLURA@EHCHEVY.COM

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	Customer states after strting vehicle and removes key vehicle stays on $159.95+tax diag fee check and report					
Cor	replaced ignition switch and bcm module					
		A14			C	750.00
	22670487	SWITCH		1	C	212.38
	10350647	MODULE		1	C	268.40
			Line Total.....			1230.78
B						
Com	PERFORM FREE G.M.GOODWRENCH MULTI-POINT INSPECTION($39.95 VALUE)					
Cor	PERFORMED MULTI POINT INSPCTION					
	MPI		A14			
			Line Total.....			

Labor	750.00
Parts	480.78
Sales Tax	109.23
TOTAL-CUST-CASH	1340.01

CUSTOMER COPY - PAGE 01 Printed: 11/11/2013 @ 14:49

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On tehalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative

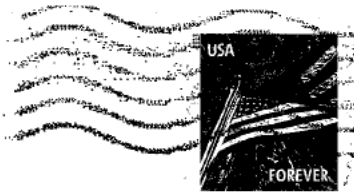
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

SENDER: [redacted]

Queens Village NY [redacted]

NEW YORK NY 100

15 MAY 2014 PM 11 L



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

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