

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	
		Date Received 01-APR-2014	Repository <input type="checkbox"/> Reference No. 10576370
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
CENTER LINE	MI		
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
2G1WT55KX79		CHEVROLET	IMPALA
		Model Year	
		2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:
7/30/08	Enterprise Car Sales (248) 426-1432		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>	Farmington Hills	MI	48336
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			30-MAR-2009
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage	Failure Speed
		71535	
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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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 THE KEY BECAME LODGED IN THE IGNITION SWITCH AND THE VEHICLE FAILED TO SHIFT INTO PARK. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THERE WAS A BROKEN WIRE IN THE BTSI SOLENOID TERMINAL WHICH NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO THEN REPLACED THE SHIFTER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 71,535 AND THE CURRENT MILEAGE WAS 166,000.			
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)

I [redacted] have had multiple problems since purchasing my 2007 Chevy Impala. My first problem of car being stuck in park second the key being stuck in ignition and car shifter could still move out of park position which was very scary for me and third I can not get to close to vehicles because when I come to a complete stop my car exccellerates on its own and that to is scary.

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

NETROPLEX
NI 400
07 JULY '14
874 211

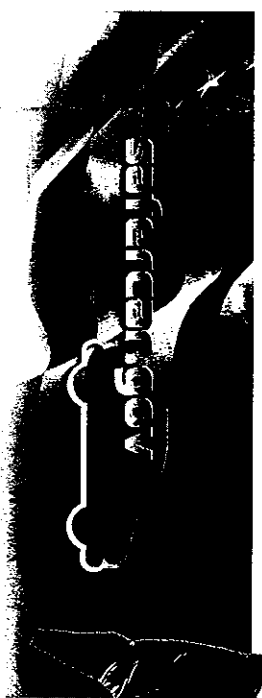


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NECESSARY
IF MAILED
IN THE
UNITED STATES

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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

04/01/2014
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HISTORY LISTING

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CUSTOMER NAME : [REDACTED] SERIAL NO. : 2G1WT55KX79 [REDACTED]

R.O NO. : 550884 R.O DATE : 06/02/2010 R.O TYPE : S
MILEAGE : 81467 ADVISOR NO. : 400

JOB NUMBER : 1 OPERATION 12CVZ OP. DESC. *LIGHT REPAIR
SALE TYPE : C TECHNICIAN NO(S). 7316
COMPLAINT : INSPECT FOR VEHICLE WILL NOT COME OUT OF PARK SEE HISTORY
CORRECTION : TRACE TO AND REPAIR BROKEN GROUND WIRE AT SHIFT
LOCK SOLENOID, REPLACE TERMINAL AND REROUTE HARNESS

R.O NO. : 537145 R.O DATE : 01/07/2010 R.O TYPE : S
MILEAGE : 71535 ADVISOR NO. : 400

JOB NUMBER : 1 OPERATION 12CVZ OP. DESC. *LIGHT REPAIR
SALE TYPE : C TECHNICIAN NO(S). 7316
COMPLAINT : KEY WILL NOT COME OUT OF IGNITION
SUGGEST TO REPLACE SHIFTER
CAUSE : SHIFTER SWITCH OPEN & SHIFTER CAN BE REMOVED FROM PARK
WITHOUT HITTING BRAKE.
CORRECTION : REPLACED SHIFTER & RETEST-OK

R.O NO. : 511667 R.O DATE : 03/30/2009 R.O TYPE : S
MILEAGE : 55055 ADVISOR NO. : 400

JOB NUMBER : 1 OPERATION 12CVZ OP. DESC. *LIGHT REPAIR
SALE TYPE : C TECHNICIAN NO(S). 7316
COMPLAINT : INSPECT FOR KEY WILL NOT COME OUT OF IGNITION AND WILL NOT
GO INTO PARK
7316
CAUSE : INSPECT AND FOUND POP SPILLED INTO SHIFTER ASSEMBLY AND
SHIFTER BINDING.
CORRECTION : CUSTOMER DECLINED SHIFTER REPLACEMENT
NOTE-SHIFTER CAN BE MOVED FROM PARK POSITION WITHOUT
DEPRESSING BRAKE PEDAL AND IS DANGEROUS

R.O NO. : 507753 R.O DATE : 02/10/2009 R.O TYPE : S
MILEAGE : 52942 ADVISOR NO. : 400

JOB NUMBER : 1 OPERATION 12CVZ OP. DESC. *LIGHT REPAIR
SALE TYPE : C TECHNICIAN NO(S). 7316
COMPLAINT : INSEPECT FOR SECURITY LIGHT ON AND VEHICLE STARTING
60.00
CAUSE : UNABLE TO DUPLICATE CONCERN -SCANNED COMPUTERS & FOUND
CODES B3031-00 & B3060-00
CORRECTION : RECOMMEND REPLACING KEY-CUSTOMER DECLINED

E

From [REDACTED]
this is my repair
copy from

Buff Whelan Chevrolet
40445 Van Dyke Ave
Sterling Heights, Mi 48313
Service# (877) 237-3928

04/01/2014

HISTORY LISTING

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JOB NUMBER : 2 OPERATION 12CVZ1 OP. DESC. LIGHT REPAIR

SALE TYPE : C TECHNICIAN NO(S). 7316

COMPLAINT : INSPECT FOR VEHICLE WILL NOT COME OUT OF PARK
TOWING COMPANY HAD TO PLACE IN DRIVE MAN.

CORRECTION : FOUND BROKEN WIRE AT BTSI SOLENOID TERMINAL A
REMOVED CONSOLE & REPLACED TERMINAL. RETEST-OK

COMMENTS : GMPP 0 DED POWERTRAIN WARRANTRY