


JUN 17 2014

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>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>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>02-APR-2014</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10576770</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City</p> <p>UNION TOWN</p>	<p>State</p> <p>OH</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2G1WF52E249 [REDACTED]</p>		<p>Make</p> <p>CHEVROLET</p>	<p>Model</p> <p>IMPALA</p>	<p>Model Year</p> <p>2004</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p> <p>SCHONER CHEVROLET (330-877-6231)</p>		<p>Engine:</p> <p>No: Cylinders 6</p>	<p>Fuel Type:</p> <p>GAS</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>HARTVILLE</p>	<p>State</p> <p>OHIO</p>	<p>Zip Code</p> <p>44632</p>		
<p>Transmission Type</p> <p>AUTO</p>	<p><input type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>09-SEP-2012</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p>			<p>Failure Mileage</p> <p>113000</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2004 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE DRIVING, THE VEHICLE SUDDENLY STALLED AND THE ENGINE WAS UNABLE TO BE RESTARTED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE IGNITION SWITCH WAS FAULTY. THE IGNITION SWITCH WAS REPLACED AND THE DEFECT WAS REMEDIED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 113,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

TALKED TO CRISTON @ G.M. SHE STATED THAT THE LOCK CYL.
WAS NOT THE SAME PROB. CASE No. 71-1292958551

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



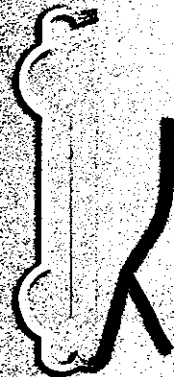
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



Vehicle Owner's Questionnaire (VOQ)
is a Department of Transportation
form (NHTSA Form VSA-100) issued by the National Highway Traffic Safety Administration

SCHONER CHEVROLET

720 W. Maple St. • P.O. Box 9 • Hartville, OH 44632

Phone (330) 877-6731 FAX (330) 877-9656

www.schonerchevrolet.com



CHEVROLET

CRISTEN
G.M.
CHEVROLET
CASE No.
71-1292958551

NHTSA
(10576770)

CUSTOMER NO. 14617	ADVISOR EDWARD E BENNETT	258	TAG NO.	INVOICE DATE 09/10/12	INVOICE NO. CVCS117063
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 113,089	COLOR GALAXY SILV	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/IMPALA/4DR IMPALA SEDAN			DELIVERY DATE 10/12/04	DELIVERY MILES 15
	VEHICLE I.D. NO. 2 G 1 W F 5 2 E 2 4 9			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		P.O. NO.		R.O. DATE 09/10/12
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR
1 52CVZ10 SECURITY SYSTEM UNITS TECH(S) 377 59.95
 PER CUSTOMER WONT STARTMAYBE SECURITY SYSTEM HAD TOWED IN
 SCAN FOR CODES NEEDS LOCK CYLINDER
 NEEDS NEW LOCK CYLINDER
 OGI

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 117063 11582 09/10/12 TOW/IN
 TOTAL - SUBLET 70.95

JOB# 1 TOTALS
 LABOR 59.95
 SUBLET 70.95

JOB# 2 CHARGES **JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 130.90**

LABOR
2 451CV7 BODY ELECTRICAL UNITS TECH(S) 377 175.88
 CUSTOMER STATES THERE IS AN ELECTRICAL PROBLEM WITH VEHICLE.
 SCAN FOR CODES NO START FOUND PASS LOCK NOT WORKING
 REPLACE LOCK CYLINDER RECODE NEW LOCK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----
 1 25832354 CYLINDER 2.188 248.49 225.90 225.90
 1 CODE LOCK CYL 17.25 15.00 15.00
 TOTAL - PARTS 240.90

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 COUPON \$ OFF CAR/TRUCK LABOR COUPON
 TOTAL - MISC -50.00

JOB# 2 TOTALS
 LABOR 175.88
 PARTS 240.90
 MISC -50.00

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 366.78

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A ES MATERIALS 10.00
 TOTAL - MISC 10.00

The Reynolds and Reynolds Company ERALZIRIVE CC006877 Q (06/09)



CHEVROLET

SCHONER CHEVROLET

720 W. Maple St. • P.O. Box 9 • Hartville, OH 44632

Phone (330) 877-6731 FAX (330) 877-9656

www.schonerchevrolet.com



CHEVROLET

CUSTOMER NO. 14617	ADVISOR EDWARD E BENNETT	258	TAG NO.	INVOICE DATE 09/10/12	INVOICE NO. CVCS117063
[REDACTED] UNIONTOWN, OH [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 113,089	COLOR GALAXY SILV	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/IMPALA/4DR IMPALA SEDAN			DELIVERY DATE 10/12/04	DELIVERY MILES 15
	VEHICLE I.D. NO. 2 G 1 W F 5 2 E 2 4 9			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/10/12	
BUSINESS PHONE	COMMENTS				

TOTALS

*****	TOTAL LABOR....	235.83
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	240.90
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	70.95 <i>to w</i>
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	10.00
	TOTAL MISC DISC	-50.00
	TOTAL TAX.....	34.86
	TOTAL INVOICE \$	542.54

THANK YOU FOR YOUR BUSINESS!!
 BECOME A SCHONER CHEVROLET INSIDER!! GET INFORMATION ABOUT
 PROMOTIONS AND SPECIALS THAT ARE RELEVANT TO YOU AND YOUR
 VEHICLE. SIGN UP AT WWW.SCHONERCHEVROLET.COM.
 THANK YOU FOR CHOOSING SCHONER FOR YOU AUTOMOTIVE NEEDS!!

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EFALZRNVE CC006597 Q (00/09)