

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

OCT 2 - 2014

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 22-JUL-2014	
				Repository ☐ Reference No. 10615401	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
MISSOULA		MT		Zip Code	
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	
2G1WH55K139				CHEVROLET	
				Model	
				IMPALA	
				Model Year	
				2003	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
March 2012				No: Cylinders	
Original Owner		Dealer's City		State	
☐				Zip Code	
Transmission Type		Powertrain		Multiple Failure:	
Auto				Labs, ABS, Heated seats, Air bag lights, Traction control, etc.	
☒ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				03-APR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS, BRAKES (PWS)				Failure Mileage	
				186000	
				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)		☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2003 CHEVROLET IMPALA. THE CONTACT STATED THAT THE INSTRUMENT PANEL FAILED INTERMITTENTLY. IN ADDITION, THE HEADLIGHTS, THE DAYTIME RUNNING LIGHTS, AND THE STEREO CONSOLE LIGHTS INTERMITTENTLY ILLUMINATED. THE CONTACT ALSO STATED THAT THE DRIVERS SEAT HEAT CONTROL FAILED TO ACTIVATE. THE CONTACT NOTICED THAT THE SERVICE ENGINE, THE TRACTION CONTROL AND THE AIR BAG SENSOR ILLUMINATED INTERMITTENTLY. ADDITIONALLY, THE CONTACT STATED THAT WHEN THE BRAKE PEDAL WAS APPLIED THE BRAKE PEDAL TRAVELED ABNORMALLY TO THE FLOORBOARD FLOOR ON NUMEROUS OCCASIONS. THE CONTACT ALSO STATED THAT THE VEHICLE STALLED VARIOUS TIMES AS THE TRACTION CONTROL LIGHT ENGAGED AND DISENGAGED. THE CONTACT WAS NOT AWARE IF THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 14V400000 (ELECTRICAL SYSTEM). THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 186,000.					
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)

Service traction control light keeps coming on then goes off then engages itself and disengages causing brakes to fail. Electrical system is failing. Air bag light & security light come on for days at a time then go off. See attached repairs from May 2014 & August 2014

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

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

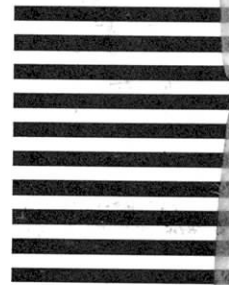
PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

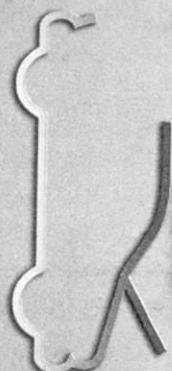
**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**

NECESSARY
PERMITS
IN THE
UNITED STATES



safercar.gov

**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

Willy's Auto
721 ste A. Mount Ave
Missoula Mt 59801
1-406-721-9455

Number

Date

8/20/2014

Bill To

Ship To

Missoula, Mt.

PO Number

Milage

Project

Impalla

Description

Quantity/Hours

Price/Rate

Amount

Radiator fans

1.00

\$154.00

\$154.00

Coolant elbows

1.00

\$25.00

\$25.00

antifreeze

1.00

\$10.00

\$10.00

Labor

2.00

\$75.00

\$150.00

Amount Paid

\$0.00

Discount

\$0.00

Amount Due

\$339.00

Shipping Cost

\$0.00

Sub Total

\$339.00

Total

\$339.00

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
\$339.00	\$0.00	\$0.00	\$0.00	\$339.00

* ABS modular is out as of 8/20/2014

Willy's Auto
721 ste A. Mount Ave
Missoula Mt 59801
1-406-721-9455

Number

Date

5/6/2014

Bill To

Ship To

Missoula, Mt ,

PO Number

Milage

Project

03 Impala

Description

Quantity/Hours

Price/Rate

Amount

Drivers rear wheel bearing

1.00

\$135.00

\$135.00

Labor

1.00

\$75.00

\$75.00

Amount Paid

\$210.00

Discount

\$0.00

Amount Due

\$0.00

Shipping Cost

\$0.00

Sub Total

\$210.00

Total

\$210.00

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Willy's Auto
721 ste A. Mount Ave
Missoula Mt 59801
1-406-721-9455

Number

Date

5/2/2014

Bill To

Ship To

Missoula, Mt

PO Number

Milage

Project

03 Impalla

Description	Quantity/Hours	Price/Rate	Amount
Thermostat	1.00	\$12.00	\$12.00
Gasket	1.00	\$5.00	\$5.00
antifreeze	1.00	\$22.00	\$22.00
Labor for thermostat	1.00	\$75.00	\$75.00
Front wheel bearing	2.00	\$155.00	\$310.00
Rear wheel bearings	1.00	\$153.00	\$153.00
Labor on wheel bearings	2.50	\$75.00	\$187.50
oil change	1.00	\$40.00	\$40.00

Amount Paid \$804.50

Amount Due \$0.00

Discount \$0.00

Shipping Cost \$0.00

Sub Total \$804.50

Total \$804.50

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00