

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

Repository

06-OCT-2014

Reference No.

10641714

NOV 20 2014

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: SCHAUMBURG State: IL Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address
NOEMAIL@UNK.GOV

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: 2G1WX12K949 [REDACTED]
 Make: CHEVROLET Model: MONTE CARLO Model Year: 2004
 Date Purchased: 7-2004 Dealer's Name and Telephone Number: Wood Field Chevy (Closed) Engine: No: Cylinders 6 Fuel Type: GAS
 Original Owner: [REDACTED] Dealer's City: Schaumburg IL State: IL Zip Code: 60194
 Transmission Type: Auto Antilock Brakes: Powertrain: Multiple Failure: AT Times Car will Not Start. Incident Date(s): 18-APR-2012
 Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS) Failure Mileage: 90000 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: DOTM9ABC036) 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: Yes No Fire: Yes 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).

TL* THE CONTACT OWNS A 2004 CHEVROLET MONTE CARLO. WHILE DRIVING OVER A BUMP AT AN UNKNOWN SPEED, THE SECURITY INDICATOR ILLUMINATED INTERMITTENTLY AND THE VEHICLE STALLED. THE VEHICLE FAILED TO START WHEN THE INDICATOR ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.

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)

Took car to Jerry Biggers Chevy IN ELGIN IL on 11/10/14 For Recall 14350. I ASKED IF this recall had something to DO with Eng. Switch and they stated NO. They checked for Codes in Anti-Theft System found NO codes. But then told me it could be the key cyl. AND Switch. They also stated if Security Light Comes on while driving it could shut down FUEL pump. They Said they had NO way to check Sys. if it is A Intermitten problem, it Would take Some time to Figure it out. Had a Alarm Sys. installed from the dealer when I bought the car which I did not know was A After market Sys. They told me they really don't want to work on that + Told me To take It To Almerm company. I took it there + pd. 7500 to have Them check Alarm Sys. they said Alarm Sys. was OK. They Think Its the Ignition Switch, dealer says Its Alarm Sys. Either or Im concerned About my Safety and others on The Road

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

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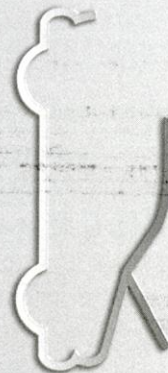
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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