


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

 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 24-NOV-2014		Repository <input type="checkbox"/> Reference No. 10660580
OWNER INFORMATION (Type or Print)						
Name		Address		Daytime Telephone Number	E-mail Address	
City		State	Zip Code	Evening Telephone Number		
SUFFOLK		VA				
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		
2CNDL73F056		CHEVROLET	EQUINOX	2005		
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:		
Dec. 2002	Hall Hyundai Chesapeake 1800-940-3459		No: Cylinders	Reg		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code			
	3416 Western branch Chesapeake Blvd	VA	23321	V6 3.4L		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)		
	<input type="checkbox"/> Cruise Control			02-MAY-2011		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 162000 STRUCTURE: BODY, 116000 ELECTRICAL SYSTEM: IGNITION			Failure Mileage	Failure Speed		
			121000	55		
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	Failure Location:				
	<input type="checkbox"/> Prior Repair					
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police		
		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 2005 CHEVROLET EQUINOX. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 55 MPH, THE KEY CAME OUT OF THE IGNITION INDEPENDENTLY. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE IGNITION LOCK NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 121,000.						
The problem with the ignition lock was discovered when the car was purchased. The dealer stated that this problem was not under warranty and there were no recalls. I have #2 Chevrolets and they both had the same problem with the ignition and pass lock failing.						
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 to 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)

my 2002 Chevrolet Malibu had a ignition problem, where the ignition would lock and you couldn't get the key out. Still having the same problem I had it repaired at Firestone Complete and it still continued to fail. After fixing the passlock the ignition is still hard to turn off and the Passlock light will stay on preventing all lights to shut down when you open the door.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

RICHMOND
23 DEC 2004
PM 11



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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
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