

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

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received 26 AUG 2015 OCT 19 2015	Repository <input type="checkbox"/>
	Reference No. 10759588

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	SAGINAW	State	MI
Zip Code	[REDACTED]		

Daytime Telephone Number [REDACTED]	E-mail Address
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 2G1WF52E149 [REDACTED]		Make CHEVROLET	Model IMPALA	Model Year 2004
Date Purchased 8-4-14	Dealer's Name and Telephone Number HAYES AUTO SALES 989-695-6542		Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input type="checkbox"/> NO	Dealer's City FREELAND	State MI	Zip Code 48623	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain ?	Multiple Failure: LOW BEAMS GO OUT TURN SIGNAL STOPS PAUSE	Incident Date(s) FEB-15 FEB15-DEC-2014
	<input checked="" type="checkbox"/> Cruise Control			

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: LIGHTING (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage 170000	Failure Speed 45 MPH
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**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**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 IMPALA. WHILE DRIVING VARIOUS SPEEDS, THE LOW BEAM HEAD LAMPS FAILED TO WORK. THE CONTACT HAD TO APPLY THE HIGH BEAMS EACH TIME THE FAILURE RECURRED. ALSO, THE TURN SIGNALS FAILED TO WORK WHEN APPLIED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 170,000.

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.

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

Early one December Morning, about 6:10 A.M. I was going to my senior Aqua class and I wondered why I didn't have a reflection of my low beams. I got to class and checked the lights, the low beams were out, all the other lights worked. after class I checked the lights and the low beams worked. I was puzzled. I took it to my mechanic and he didn't have a clue because they were working at that time. On Feb. 27<sup>th</sup> 2015, I was taking my son to MPS airport in Greeland, Mi. and at Mackinaw and Pleece, the low beams went out. It was very dark. It scared me. I could have hit someone or gone into a snow Bank.

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



Copy 9-30-15



8800 Gratiot Road - Saginaw, MI 48609  
989-781-4590

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 5:30 p.m.  
Monday - Friday

R/O Open Date	R/O Number
9/30/15	
R/O Close Date	Status
9/30/15	Final
Mileage In	Mileage Out
172304	172304
Service Advisor / Tag #	

Kathy Foucault/622\*W\*  
Vehicle Identification Number  
2G1WF52E149

MI Reg. #: F101040

SAGINAW, MI			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2004	CHEVROLET	IMPALA	4DR SDN	TAN	
			Delivery Date	In-Service Date	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 23CVZ: CHECK ELECTRICAL SYSTEM AT TIMES LOW BEAMS GO OUT HAVE TO TURN ON HIGH BEAMS TO SEE/THEY GO BACK ON WHENEVER Work performed by Scott Arthur (37 ) M136924 CANT DUPLICATE PROBLEM TODAY/CHK SCHEMATICS FOR HEADLAMPS WITHOUT RPO W7. BEST GUESS MULTIFUNCTION SWITCH \$743.73 2ND GUESS HEADLAMP SWITCH \$378.84 Sub Total: 35.00 ***** * ASK US ABOUT OUR REFERED OWNER PROGRAM AND START * * EARNING REWARDS ON YOUR ACCOUNT THAT YOU CAN REDEEM FOR * * SERVICE, PARTS, AND BODY SHOP SERVICES * *****	35.00

PAID

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	35.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	35.00
Visa	35.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Copy 9-20-15

"THE PLACE YOU CAN COUNT ON"

# MARTIN

### Repair Estimate

Date

Name

Address

City

Year

Work #

Home #

State

Make

Zip

Model

Type	Details of Repairs	Parts \$	Labor	Tax	Total
				\$0.00	\$0.00
✓	multi function switch	\$564.84	\$145.00	\$33.89	\$743.73
				\$0.00	\$0.00
	headlamp switch	\$220.60	\$145.00	\$13.24	\$378.84
				\$0.00	\$0.00
				\$0.00	\$0.00
				\$0.00	\$0.00
				\$0.00	\$0.00
				\$0.00	\$0.00
				\$0.00	\$0.00
				\$0.00	\$0.00
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				\$0.00	\$0.00
				\$0.00	\$0.00
				\$0.00	\$0.00

**Total for Parts,Labor,Tax and Misc \$1,122.57**

I hereby authorize the above work and  
acknowledge receipt of copy

Signed \_\_\_\_\_

(2) also, the turn signals go out part of the time, other people on the road will think I am not using my turn signals, but I always use them. almost every day, they only work part of the time. I do believe there are safety concerns, the lights going out & the turn signals not working part of the time. this makes me very nervous.

Enclosed are copies of the Diagnosis and what it would cost to fix the problem. I do not have any money. I think it is the multifunction switch. at \$743.73, that's a lot of money.

CHEV IMPALA Thank you,  
VIN# 2G1WF52E149 [REDACTED] sincerely,

[REDACTED]  
[REDACTED]  
Saginaw, MI [REDACTED]

tele: [REDACTED]



Saginaw, MI

