



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

552(B)(6)
 Date Received

Repository

07-JUN-2016
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Reference No.
 10873011

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City WESTCOVINA State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

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: 2G1FK1EJ8A9 [REDACTED]
 Make CHEVROLET Model CAMARO Model Year 2010
 Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
 Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
 Transmission Type [REDACTED] Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 04-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage 84000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 2010 CHEVROLET CAMARO. WHILE DRIVING VARIOUS SPEEDS, THE AIR BAG WARNING INDICATOR ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS APPROXIMATELY 84,000.

Called Chevrolet 1-866-790 560 x 5911 020 on.

8/10/16 9:51 AM left a message

8/11/16 8:48 AM left a message

no reply to date ; Rep name Jason

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.



June 28, 2016

[Redacted]

West Covina, CA [Redacted]

RE: Service Request: [Redacted]
Vehicle Identification Number: 2GIFK1EJ8A9 [Redacted]
CA Customer Engagement Center Advisor: Jason

Dear [Redacted]:

We have been notified that you have contacted the Chevrolet Customer Assistance Center about your concern with your 2010 Chevrolet Camaro. We have attempted to call you to discuss your concern, and apologize we have been unable to contact you using the telephone number listed in our records.

Please call me at your earliest convenience at 1-866-790-5600 extension 5911020, Monday through Friday between 8:00 a.m. and 6:00 p.m. (PDT) and Saturday, from 8:00 a.m. to 5:00 p.m. (PDT) so I may be able to assist you further.

You are a valued customer at Chevrolet, and we have a genuine appreciation for your business. In order to ensure that we do not create any disruption by continuing to contact you, if we do not hear from you in 10 days, we will close the case.

Sincerely,

Chevrolet
Customer Engagement Center

cc: File

8/10/16 9:51A left a message
8/11/16 8:48 left a message

no reply to date