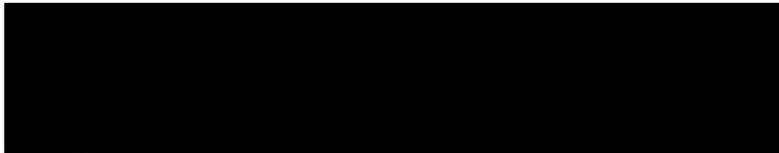


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
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 30-MAR-2017	Repository ☐ Reference No. 10969515
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City URBANA	State OH	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G1WH55KX29 [REDACTED]		Make CHEVROLET	Model IMPALA	Model Year 2002	
Date Purchased [REDACTED]	Dealer's Name and Telephone Number [REDACTED]		Engine: No: Cylinders	Fuel Type: [REDACTED]	
Original Owner ☐	Dealer's City [REDACTED]	State [REDACTED]	Zip Code [REDACTED]		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain [REDACTED]	Multiple Failure: [REDACTED]		Incident Date(s) 01-FEB-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 100000	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) [REDACTED]	☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 2002 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE ATTEMPTING TO START THE VEHICLE, THE SECURITY SENSOR LIGHT ILLUMINATED AND THE VEHICLE WOULD SHUT OFF. THE CONTACT DISCONNECTED THE AUTOMOTIVE BATTERY AND WAITED. APPROXIMATELY 10 MINUTES LATER, THE VEHICLE STARTED AND OPERATED AS NORMAL. THE CONTACT INDICATED THAT WHEN THE FAILURE OCCURRED, THE DOOR LOCKS WOULD NOT OPERATE. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 100,000.					
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 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.					

The car is not dependable. It will most generally start first thing in the early morning and will take you wherever you wish to go, but when you are finished with your business or whatever, it may refuse to start to take you back home or to the next stop. We have been stranded with a car full of groceries in 80 plus degree heat, at Lowes with a trunk full of mulch and even at the beach. We soon learned you didn't drive anywhere that you couldn't leave the engine running while a second person runs the errand.

I made an appointment at Bobby's Garage in Port St Lucie FL where I have done business before as do many of my neighbors. He was able to get the car started several times throughout the day until 3:00 PM when it refused to start. He hooked it to the computer in an attempt to diagnose the trouble; however, no problem was shown. He suggested I take it to a Chevrolet dealer. A call to Dyer Chevrolet in Ft Pierce FL proved empty as they professed to never having heard of such a problem. A call to General Motors ended the same way -- never heard of such a problem. However, the internet tells another story as there are thousands of Impalas in the 2000 to 2007 year range (and possibly other General Motors vehicles) having the same problem with Chevrolet dealers replacing ignition systems at a cost of over \$300 that do nothing to solve the problem. The general consensus is that it is in the electrical system associated with the security system and that the problem is so wide spread General Motors cannot afford to admit the problem and make a recall to repair each and every one. How sad.



5-4-2017