



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	Repository <input type="checkbox"/>
17-AUG-2017 NOV - 1 2017	Reference No. 11016047

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City LYNCHBURG	State VA	Zip Code

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 2G1WB58K479	Make CHEVROLET	Model IMPALA	Model Year 2007
Date Purchased 3-13-13	Dealer's Name and Telephone Number Regional auto sales - 434-845-5515	Engine: No: Cylinders 6	Fuel Type: gas
Original Owner <input type="checkbox"/> No	Dealer's City Madison Heights	State VA	Zip Code 24572
Transmission Type automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Front wheel drive, Engine, Transmission, Differential	Multiple Failure: ①-3-17-2017 ②-8-04-2017
Incident Date(s) 01-JAN-2014			

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

Vehicle Component Code: 010000 STEERING	Failure Mileage 139678	Failure Speed
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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	Number of Deaths	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 2007 CHEVROLET IMPALA. THE CONTACT STATED THAT THE STEERING WHEEL MADE A KNOCKING SOUND AND FAILED TO ALIGN. THE CONTACT TOOK THE VEHICLE TO A CERTIFIED MECHANIC WHO DIAGNOSED THAT THE RACK AND PINION WAS LEAKING STEERING FLUID AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE CONTACT RETURNED THE VEHICLE TO THE MECHANIC WHO MADE THE SAME DIAGNOSIS. THE VEHICLE WAS REPAIRED, BUT THE CONTACT BEGAN TO HEAR THE KNOCKING NOISE AGAIN. THE MANUFACTURER AND DEALER WERE NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 139,678.

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.



**Invoice from History**

Date: 10/13/2017

[Redacted] 2007 Chevrolet - Impala LS - 3.5L, V6 (213CI) VIN(K)  
 Lic # [Redacted] Odometer In : 142601  
 LYNCHBURG, VA [Redacted] Odometer Out : 142605  
 Home : [Redacted] Cellular : [Redacted] VIN # : 2G1WB58K4 79 [Redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
Power Steering Fluid PSFAZPSF32	1.00	9.98	9.98	ALIGNMENT ALIGNMENT		59.99
Rack and Pinion Assembly 22-1003	1.00	285.04	285.04	STEERING GEAR (SHORT RACK) - Remove & Replace - All Applicable Models - [Includes: Lowering Subframe.] - [Includes: R&I Power Rack & Pinion Assembly, transfer necessary components.	3.52	281.60
Steering Tie Rod End SBES3459	2.00	37.10	74.20			
FITTING 800-637	2.00	29.99	59.98	TRANSMISSION LEAK REPLACE TRANSMISSION COOLANT LINE FITTING	0.50	40.00
Vehicle Supplies			12.75			

Org. Estimate 0.00 Revisions 0.00 Current Estimate 0.00

<b>Labor:</b>	<b>321.60</b>
<b>Parts:</b>	<b>441.95</b>
<b>Sublet:</b>	<b>59.99</b>
<b>SubTotal:</b>	<b>823.54</b>
<b>Tax:</b>	<b>23.42</b>
<b>Total:</b>	<b>846.96</b>
<b>Bal Due:</b>	<b>\$0.00</b>

[ Payments - Cash - \$846.96 ]  
 Vehicle Received: 02/21/2017 Work Completed Date: 03/17/2017

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereof. Warranty on parts and labor is 6 month or 4000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**Paige's Auto Repair, LLC**  
 4568 S Amherst HWY / P.O. BOX 405  
 MADISON HEIGHTS, VA. 24572  
 Phone: 434-941-5622 Fax: 434-219-6364

**INVOICE**

**Invoice from History**

Date: 10/13/2017

[Redacted] 2007 Chevrolet - Impala LS - 3.5L, V6 (213CI) VIN(K)  
 Lic # [Redacted] Odometer In : 139163  
 Lynchburg, VA [Redacted] Odometer Out : 139168  
 Home : [Redacted] Cellular : [Redacted] VIN # : 2G1WB58K4 79 [Redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
Power Steering Fluid PSFAZPSF32	1.00	9.98	9.98	STEERING GEAR (COMPLETE) - Remove & Replace - All Applicable Models - [Includes: Lowering Subframe.] - [Includes: Manual and Power Rack & Pinion, Worm & Ball Nut and Rack & Piston Assemblies. Adjust Toe-in on Rack & Pinion models. DOES NOT include transfe	3.11	253.47
Rack and Pinion Assembly 22-1003	1.00	281.03	281.03			
Rack and Pinion Assembly 22-1003	1.00	-281.03	-281.03	ALIGNMENT		72.16
Vehicle Supplies			12.75	ALIGNMENT		

Org. Estimate 0.00 Revisions 0.00 Current Estimate 0.00

Labor:	253.47
Parts:	22.73
Sublet:	72.16
<b>SubTotal:</b>	<b>348.36</b>
Tax:	1.20
<b>Total:</b>	<b>349.56</b>
Bal Due:	\$0.00

[ Payments - Visa - Debit - \$349.56 ]

Vehicle Received: 07/27/2017

Work Completed Date: 08/04/2017

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereof. Warranty on parts and labor is 6 month or 4000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_