

Austin, TX

January 7, 2020

CL-11301993-8821

Administrator, NHTSA

1200 New Jersey Avenue, S.E

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

Washington, D. C. 20590

Dear Sir:

This is to report a Horn Assembly problem of my 2019 Chevrolet Impala. The horn does not sound when pressing either of the two horn icons on the steering wheel. A driver can only sound the horn by pressing the place that shows AIR BAG at the bottom of the steering wheel. This represents a Safety Issue that could cause a serious accident when trying to sound the horn in an emergency situation. The Horn is operating clearly inconsistent with the instruction in the Owner Manual. On December 17, 2019, the Horn Assembly was inspected by the dealer (Henna Chevrolet of Austin, Texas). The dealer found the horn "operating as designed." The Manufacturer was not notified. Mileage at time of inspection: 12625 Vin#: 2G11Z5S32 [REDACTED]

Thanks for examining this problem.

Sincerely,

TG
1-22-20
LD

TJR

Austin, TX

AUSTIN TX 787
RIO GRANDE DISTRICT
08 JAN 2020 FNZ L



ADMINISTRATOR, NHTSA
1200 NEW JERSEY AVE, S.E.
WASHINGTON D.C. 20590

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