



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 120

Date Received

Repository

2003 MAY 25 11:40:47

Reference No.

10012489

OWNER INFORMATION (Type or Print)

Name

Address

City LAS VEGAS

State NV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES
In the absence of an authorized ACCESS, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1G1NES2R5X673A609

Make

CHEVROLET

Model

MALIBU

Model Year

1999

Date Purchased

4/17/99

Dealer's Name and Telephone Number

HENDERSON CHEVROLET

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

HENDERSON

State

NV

Zip Code

89009

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

120000 EXTERIOR LIGHTING

Multiple Failure:

3 Times

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

25-MAR-2003

Failure Mileage

13652

Failure Speed

TAIL LIGHTS / BRAKE LIGHT OVERHEATING & FAILING - MELTING IN SOCKETS.

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)

Original Equipment
 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

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

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).

THE TAIL AND BRAKE LIGHTS WERE INOPERATIVE, THE DEALER STATED SOME TYPE OF LUBRICANT WAS TO BE USED TO PREVENT OVER HEATING, HOWEVER CONSUMER NEVER RECEIVED ANY NOTICE IN THE MAIL REGARDING THE ISSUE. *JB

CHARGED \$227.00 TO CORRECT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 be taken 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.

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

I've had to replace to replace taillight bulbs/brake light bulbs on 3 different occasions. After the second time I called the dealership and was told to keep my eye on the bulbs and if they went out again to take it in and for possible repair, when they went out the first and second time the car was under warranty. The third failure occurred after the warranty ran out. We only have about 14,000 miles on this car. The service writer told me they were told by GM to put a special grease on bulbs to insulate them. I called back to dealer to see if they would adjust my repair bill since they knew this was a problem/hazard to safety but was told they would not adjust the bill.

US Department of Transportation

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400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4230

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/defects>