



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received: 2003 SEP 22 09:14:2003  
Repository:   
Reference No.: 10022685

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: PAXINOS State: PA Zip Code: [REDACTED]

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 9/21/2003

**VEHICLE INFORMATION**

17-dot Vehicle Identification Number Located at bottom of windshield on driver's side: LGJND52M0WY1J2B95  
Make: CHEVROLET Model: MALIBU Model Year: 1998  
Date Purchased: 2-1999 Dealer's Name and Telephone Number: Pitler Auto Mall 570-285-2801  
Original Owner:  Dealer's City: Schuylkill Haven State: PA Zip Code: 17972 Engine: 6 Cylinders Fuel Type: Unleaded Gasoline  
Transmission Type: Auto Antilock Brakes:  Cruise Control:   
Powertrain: [REDACTED] Vehicle Component Code: D13000 STEERING:GEAR BOX (OTHER THAN RACK AND PINION)  
Multiple Failure: 1

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

Incident Date(s): 09-JUN-2003 Failure Mileage: @ 58,000 Failure Speed: @ 35 mph Power steering hoses

**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: DOTM1SABC036) 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).

WHILE DRIVING VEHICLE LOST RACK AND PINION STEERING AND ALL POWER OF THE STEERING WHEEL. DEALER NOTIFIED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1976 (Public Law 94-579) 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

August 31, 2003

Chevrolet  
100 Renaissance Center  
PO Box 100  
Detroit, MI 48265-1000

Chevrolet  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Chevrolet:

Your web site states:

"Your complete satisfaction is important to us. We have the facilities, representatives, technicians, tools and up-to-date information to promptly resolve your questions or concerns."

The reason for this letter is the following:

My wife and I bought a 1998 Chevrolet Malibu in February of 1999 VIN # 1G1ND52M0WY132895 with 4,245 miles on it, current mileage 62,000 miles. We did extensive research and spent over 7 weeks searching for an appropriate and reliable vehicle for our growing family. We decided on the Chevrolet Malibu due to our history of owning Chevrolet vehicles for over 20 years and the features the Malibu had to offer.

We have been completely dissatisfied with this vehicle.

1. Within 1 month of owning this vehicle the electronic window control panel on the drivers side arm rest popped out.
2. From 6-23-99 until 9-1-99 the car was in and out of the service department because the car pulled severely to the right. Normal response from the service department was "we cannot find the problem"  
Finally the dealership replaced the lower control arms, brake rotors and two sets of tires because they were almost completely bald, the car had only 13,000 miles on it.
3. The aluminum rims become fastened to the front rotors. I need to beat the rims for almost 15 minutes with a rubber mallet to get the rims off. I rotate the tires every 6,000 miles. I always hope that my wife does not get a flat tire when she is with our children. She will never get the front wheels off.
4. I cannot get the front rotors off because they became rusted on at about 20,000 miles

5. The ignition wire harness came apart and left us without a vehicle while on a family vacation for 6 days in Canada.
6. The power steering hoses came loose and we lost all of our fluid and subsequently our power steering with my wife and children in the car. Luckily I was driving, my wife would not have had the strength to control the car, it was almost impossible to steer.
7. The back trunk leaks and fills the spare tire wheel well with water. Service people "cannot find the problem." After several months I think I found a loose plastic piece on right rear wheel well and it has not leaked yet.
8. ABS light comes on about once a week. Told this was a \$400.00 job.
9. Front end makes squeaks and rattling noises. "Cannot find the problem"
10. Lost radio reception for about 2 weeks till I found a loose antennae wire.
11. Right headlamp has permanent moisture in it. No cracks found.
12. The Air Conditioner literally shuts on and off at random.
13. The alternator failed at 60,000 miles and drained the battery. Warning light was on for about 5 minutes. Left us sitting in Philadelphia 3 hours from home.
14. We were recently told that our engine is leaking oil and I have read that several of these vehicles have needed new head gaskets, another several hundred dollar job.
15. And the latest one that just happened is the right windshield wiper pivot housing broke during a rain storm while at a funeral in Washington D.C. and left us without a vehicle for 24 hours and stuck 3 hours from home.

I wince every time my wife says she is going to take this car somewhere and I keep asking myself "what is the next thing that will go wrong and how far will we be from home?" After the latest incident we are getting rid of this car and saying goodbye to Chevrolet. I will never buy another Chevrolet again.

Regretfully,

  
Paxinos, PA  
