



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 100161

Date Received: 2003 AUG -7 PM 12:47
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WEST WINFIELD State: NY 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 a signature or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 7/13/03

VEHICLE INFORMATION

[REDACTED]		Make: CHEVROLET	Model: MALIBU	Model Year: 1999
Date Purchased:	Dealer's Name and Telephone Number:		Engine: No. Cylinders:	Fuel Type:
Original Owner: <input type="checkbox"/>	Dealer's City:	State:	Zip Code:	
Transmission Type:	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain:	Vehicle Component Code: D30000 SERVICE BRAKES, HYDRAULIC	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s):	Failure Mileage:	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: D0THM19/ABC036):	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code:	The 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), condition, and injury(s).)

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 Lock(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 FRONT BRAKES HAVE BEEN REPAIRED AT 20,150 MILES, 29,853 MILES, 44,379 MILES, AND 60,000 MILES. THE CONSUMER HAS CONTACTED CHEVROLET WHICH STATED THERE WAS NOTHING THAT COULD BE DONE. *AK

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 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.

To whom it may concern:

In November 2000 we purchased a 1999 Chevy Malibu VIN number being 1GINE52J5X6273395. There were 16,000 plus miles on the car. The person we bought the car from said any warranty on the car was no longer any good because we bought the car in a private deal. I believed him. January 31, 2001 we had to put new rotors and brakes on the front of the car. There were 20,150 miles on the car. July 11, 2001 we had to put front brakes on the car again. There were 29,853 miles on the car. At this point I called Chevy customer service. They told me they could do nothing because I did not bring the car to a Chevy dealer. I told them I did not think it was covered because I bought it in a private sale. They said I might be but they questioned if I really needed brakes or if the mechanic I used wasn't competent. The mechanic was previously employed with an Oldsmobile company and decided to own his own garage. The garage I go to is Precision Automotive and Cycle Inc. Main Street West Winfield, NY 13491. The owner is Mark Daley. The phone number is (315) 822-4481. The brake replacement continues. On March 27, 2002 I needed front brakes again. The car had 44,379 miles. Then on January 20, 2003 I needed front brakes again. The car had 60,000 miles on it. Four sets of brakes on a 1999 car in three years seem like too many to me.

Besides trouble with the brakes I had to replace the right front wheel bearing on December 20, 2001 and May 20, 2003. I had to replace the left front wheel bearing January 16, 2003. On July 14, 2003 I had to replace the upper bearing strut plates. The car had 68,696 miles on it.

I have included a copy of all my bills and a copy of the rating of the Chevy Malibu in the 2002 Consumer Report. If I am the only one complaining why are the brakes rated so poorly in this magazine from 1997-2000?

I have never been so disgusted with a car as I am with this one. How can one car have so much wrong with the front end? Is it safe? Not with all these problems!!!!

I know Chevy is going to tell you they can't do anything because I did not bring it to them. I have called them four times. Each time they have given me a new number. The numbers are CO4893218, 06087586, CO6613445, and the last is 1-64431875.

Thank you for listening!!!!

Sincerely,

[REDACTED]
[REDACTED]
West Winfield, NY
[REDACTED]

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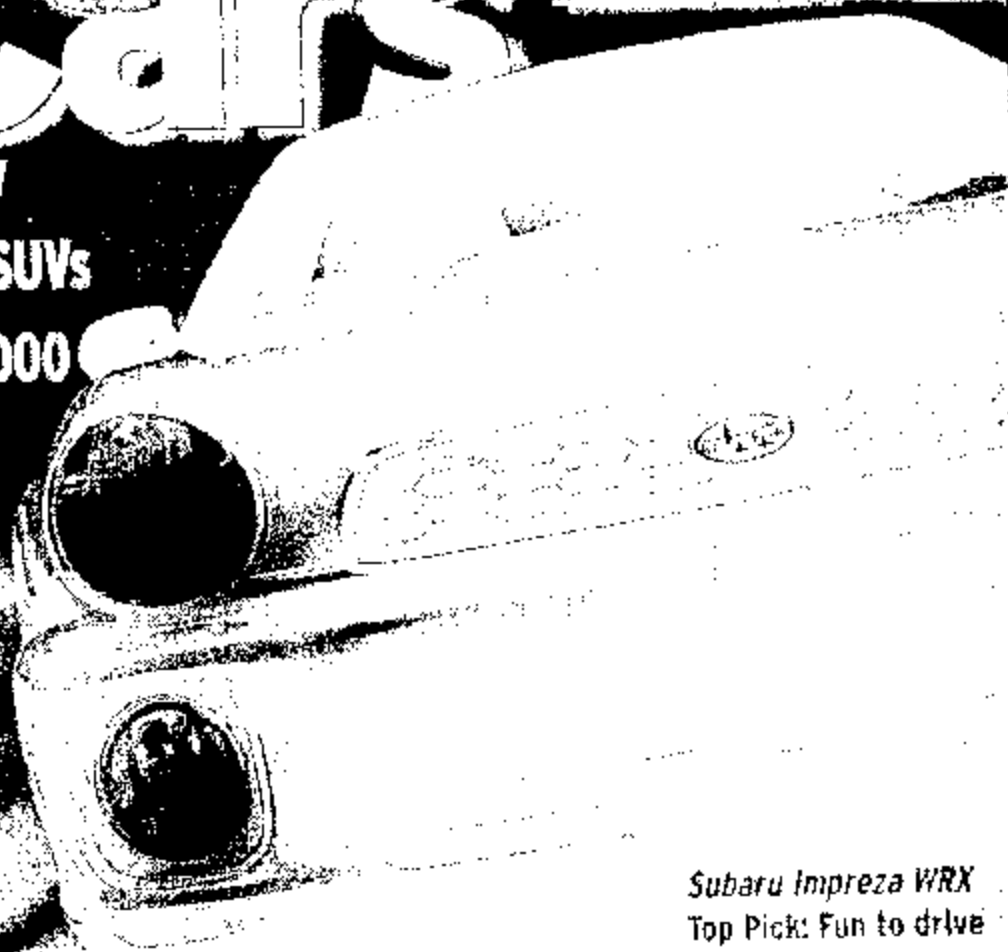
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What they do &
don't tell you



Subaru Impreza WRX
Top Pick: Fun to drive

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**