



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

Date Received

Od_or _____
rt_dt _____
od_rl _____
up_lr _____

2003 OCT 12 PM 3: 02

Reference No.

10042792

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City CLEVELAND

State OHIO

Zip Code

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

Date 9.29.03

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1G1NE52J9X6207920		Make CHEVROLET	Model MALIBU	Year 1999
Purchased Date 10-31-00	Dealer's Name GANLEY DODGE WEST INC.		Engine Size 3100 (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City CLEVELAND	State OHIO	Zip Code 44111	No. Cylinders 6
Manufacture Date (on driver's door or pillar) 03-99	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Passenger's Air Bag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick-Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) PLASTIC INTAKE MANIFOLD GASKETS.	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured NONE	Number of Fatalities NONE	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). PLASTIC INTAKE MANIFOLD GASKETS DEVELOPED CRACKS WHICH LET ENGINE COOLANT TO LEAK INSIDE ENGINE. COOLANT MIXES WITH ENGINE OIL AND DILUTES THE ENGINE OIL TO THE POINT THAT OIL NO LONGER LUBRICATES ENGINE BEARINGS AND OTHER MOVING PARTS INSIDE ENGINE. ENGINE STARTS TO KNOCK AND STARTS TO SEIZE UP DUE TO DILUTED + CONTAMINATED OIL. General Motors won't admit that these defective gaskets are used in more makes and models that use the same engine than they are telling the public. (over)

Continue on back.

The Privacy Act of 1974 - Public Law 93-502 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

GANLEY CHEVY TOLD me BECAUSE MY CAR WASN'T UNDER
RECALL AND THAT I DIDN'T HAVE THE EXTENDED WARRANTY
IT WOULD COST me \$650.00 PLUS DOLLARS TO REPAIR.
MY COMPLAINT IS THAT MY CAR HAS THE SAME ENGINE WITH THE
SAME DEFECTIVE PLASTIC INTAKE MANIFOLD GASKETS AS THE CARS THAT
ARE BEING RECALLED, IT SHOULDN'T MATTER IF YOU HAVE AN
EXTENDED WARRANTY OR NOT FOR CHEVY TO REPLACE DEFECTIVE
MANUFACTURED PARTS KNOWN TO PREMATURELY FAIL.
ME AND THE REST OF THE PUBLIC ARE SICK AND TIRED AND
FED UP WITH THESE CAR MANUFACTURERS COVERING UP
WELL KNOWN DEFECTS IN THE AUTO REPAIR WORLD, BUT KEEPING
THEM UNKNOWN TO THE GENERAL PUBLIC. COST OF REPAIRS AT
AN INDEPENDANT GARAGE WAS \$430.00

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(VQQ)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
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OR

DASH 2 DOT

and dial toll free at

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1-888-327-4236

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(DASH) 2 DOT



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**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).**