



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 231

Date Received

2004 JAN -6 PM 2:16  
19-NOV-2003

Repository ☐

Reference No.  
10048327

## OWNER INFORMATION (Type or Print)

Name

Address

City RENTON

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner ☒ YES ☒ NO  
Date 12/8/03

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G1ND62J6Y8308980

Make  
CHEVROLET

Model  
MALIBU

Model Year  
2000

Date Purchased  
8-25-00

Dealer's Name and Telephone Number  
Brooks Chevrolet

Engine:  
No. Cylinders

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City  
Bellevue

State  
WA

Zip Code  
98004

6

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

127000 EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS

Multiple Failure: 10

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

Incident Date(s)  
Oct. '03

Failure Mileage  
18000

Failure Speed

Turn signal/Hazard Flasher unit

## 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: DOTM18ABCD36)

☐ 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

0

0

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).

TURN SIGNALS ARE INOPERATIVE, CAUSING THE VEHICLE NOT TO HAVE APPROPRIATE TURNING OR CHANGING LANES FUNCTIONS. TURN SIGNALS MAKE OTHER DRIVERS AWARE OF CONSUMER'S DIRECTION. \*AK

The turn signals became intermittently inoperative in Oct. 2003. They were repaired at Chevrolet of Bellevue on Oct. 20<sup>th</sup> 2003 for a total of \$137.88. Two weeks later I became aware of a recall for just such a problem for my year of Malibu. The dealer checked my VIN and found no outstanding recall, so they refused to reimburse my repair bill.

NHTSA Campaign ID: 03V327000 Recall Date 8-27-03 GM Recall No. 03043

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 response, or a statistical summary thereof, may be used in support of the agency's action.

Cont  
on  
back

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

Malibu's potentially affected! Manufacturing dates 2-1-00 → 6-23-00  
My Malibu manufactured in 4-00  
It seems that my VIN should be covered by this recall. Can the  
NHTSA investigate and hopefully find that my VIN can be included  
with this recall so that I may be reimbursed \$137.85.  
Thank you very much,

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, NVS-216  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.dot.gov/defects>

## GM Vehicle Inquiry System Summary

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[Help](#)

|              |                   |
|--------------|-------------------|
| <b>VIN :</b> | 1G1ND52J5Y6308960 |
|--------------|-------------------|

### VEHICLE INFORMATION

|                              |                                                                               |                        |    |                                  |    |                     |      |
|------------------------------|-------------------------------------------------------------------------------|------------------------|----|----------------------------------|----|---------------------|------|
| <b>Merchandising Model :</b> | IND69 -2000 UN AUTOMOVIL CHEVORLET MALIBU                                     |                        |    | <b>Warranty Start Date :</b>     |    | 08/25/2000          |      |
| <b>BARS Order Type :</b>     | 70 - RETAIL - STOCK                                                           |                        |    |                                  |    |                     |      |
| <b>Delivering Dealer :</b>   | BROOKS CHEVROLET<br>PO BOX 3745<br>BELLEVUE , WA 98009-3745<br>(425) 454-8931 |                        |    | <b>Selling Source :</b>          |    | 13 - CHEVROLET      |      |
|                              |                                                                               |                        |    | <b>Site Code :</b>               |    | 19335               |      |
|                              |                                                                               |                        |    | <b>Business Associate Code :</b> |    | 114466              |      |
| <b>Service Contract :</b>    | No                                                                            | <b>Branded Title :</b> | No | <b>Warranty Block :</b>          | No | <b>PDI Status :</b> | Paid |

### CAMPAIGN ELIGIBILITY

|                                                        |
|--------------------------------------------------------|
| Vehicle Has No Current Record Of Outstanding Campaigns |
|--------------------------------------------------------|

### APPLICABLE WARRANTIES

| Description                                       | Effective Date | Effective Odometer | End Date   | End Odometer |
|---------------------------------------------------|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER                         | 08/25/2000     | 12 miles           | 08/25/2003 | 36012 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH       | 08/25/2000     | 12 miles           | 08/25/2006 | 100012 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 08/25/2000     | 12 miles           | 08/25/2008 | 80012 miles  |

### CLAIM HISTORY

| R.O Date   | R.O Number | Type | Labor Operation                                   | Odometer Reading |
|------------|------------|------|---------------------------------------------------|------------------|
| 08/11/2003 | 233517     | #    | H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE | 16999 miles      |
| 08/11/2003 | 233517     | #    | K9995 - CUSTOMER CONCERN NOT DUPLICATED           | 16999 miles      |
| 04/30/2000 | A08960     | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME       | 0 miles          |

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573.8(c)(2)(3)(4)

03V-327 (b) (3)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE**

| <b>MAKE</b>         | <b>MODEL<br/>SERIES</b> | <b>MODEL<br/>YEAR</b> | <b>NUMBER<br/>INVOLVED</b> | <b>INCLUSIVE<br/>MANUFACTURING DATES<br/>(FROM) (TO)</b> | <b>DESCRIPTIVE INFO. TO<br/>PROPERLY IDENT. VEH.</b> | <b>EST. NO.<br/>W/CONDITION</b> |
|---------------------|-------------------------|-----------------------|----------------------------|----------------------------------------------------------|------------------------------------------------------|---------------------------------|
| Chevrolet           | N                       | 2000                  | 90,058                     | 02/01/00 - 05/01/00                                      | Malibu                                               | 100%                            |
| Chevrolet           | N                       | 2001                  | 180,238                    | 03/23/00 - 05/31/01                                      | Malibu                                               | 100%                            |
| Oldsmobile          | N                       | 2000                  | 50,591                     | 02/01/00 - 07/17/00                                      | Alero                                                | 100%                            |
| Oldsmobile          | N                       | 2001                  | 90,288                     | 04/04/00 - 05/01/01                                      | Alero                                                | 100%                            |
| Pontiac             | N                       | 2000                  | 183,433                    | 02/01/00 - 07/18/00                                      | Grand Am                                             | 100%                            |
| Pontiac             | N                       | 2001                  | 155,158                    | 03/30/00 - 05/01/01                                      | Grand Am                                             | 100%                            |
| <b>Grand Total:</b> |                         |                       | <b>670,740</b>             |                                                          |                                                      |                                 |

2112/00043

**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).**