

2004 JAN 22 PM 2:34



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 1358

Date Received  
06-JAN-2004

Repository   
Reference No.  
10053438

OWNER INFORMATION (Type or Print)

Name  
Address  
City RANDALLSTOWN State MD Zip Code

Daytime Telephone Number  
Evening Telephone Number  
E-mail Address  
Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorized signature or address to the vehicle manufacturer.  
Signature of Owner Date 1/15/04 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G1NE52156  
Make CHEVROLET Model MALIBU Model Year 1998

Date Purchased 4/98 Dealer's Name and Telephone Number Heritage Chevrolet  
Original Owner  Dealer's City Keisterstown State Md Zip Code  
Engine: No: Cylinders 6 Fuel Type: GAS

Transmission Type Auto  
 Antilock Brakes  
 Cruise Control  
Powertrain  
Vehicle Component Code  
182700 STRUCTURE:BODY:TRUNK LID  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 31-DEC-2003 Failure Mileage 88000 Failure Speed

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: DOTM1ABBC03B)  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 1 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).

TRUNK STRUTS WORE OUT, AND CAUSED THE TRUNK LID TO FALL ON THE CONSUMER. CONSUMERS SUSTAINED NECK/BACK OF THE HEAD INJURIES. DEALERSHIP WAS NOTIFIED, BUT WAS UNABLE TO RESOLVE THE PROBLEM. \*AK

(One)

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.

1/15/04

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

I reported the same failure in 9/03. Nothing  
plus has been done to correct this problem as  
far as GM is concerned.

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 73175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTSA, 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



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**NOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

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

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) & DOT



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http://www.nhtsa.gov