



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 APR 20 AM 9:23
24-MAR-2004

Repository ☐

Reference No.
10064800

OWNER INFORMATION (Type or Print)

Name

Address

City

FLORAL PARK

State

NY

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? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 4/13/04

VEHICLE INFORMATION

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

1GINDS2JY

Make

CHEVROLET

Model

MALIBU

Model Year

2000

Date Purchased

10/3/00

Dealer's Name and Telephone Number

MTP AUTO LEASING & SERVICE INC

Engine

No. Cylinders

6

Fuel Type:

GASOLINE

Original Owner

Dealer's City

N.Y.C

State

N.Y.

Zip Code

11426

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE DELIVERY; FUEL PUMP

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

61200

Failure Speed

65 MPH

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: DOTM15ABC036)

☐ 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), condition(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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 50-55 MPH ON THE HIGHWAY, THE ENGINE STALLED WITHOUT WARNING. THE CONSUMER COASTED TO THE SIDE OF THE ROAD AND SAT FOR SEVERAL MINUTES. SHE THEN ATTEMPTED TO RESTART THE VEHICLE AND THE ENGINE STALLED THREE MORE TIMES. ONCE THE VEHICLE WAS SERVICED, THE TECHNICIAN INFORMED THE CONSUMER THAT THE FUEL PUMP SENDER ASSEMBLY, FUEL HARNESS AND FUEL FILTER NEEDED REPLACEMENT. *JB

EACH TIME THE CAR WAS RESTARTED IT WOULD RUN A FEW MILES BEFORE IT STALLED AGAIN.

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.

[REDACTED]
Floral Park, N.Y.
[REDACTED]

March 18, 2004

General Motors
Chevrolet Division
P.O. Box 7047
Troy, MI 48007-7047

Dear Sirs:

I have purchased about a dozen cars in my lifetime, many of them Chevy models. Most have given good service with few and inexpensive repair bills. However, the last two, a '93 Lumina, and a '00 Malibu, have not lived up to the fine reputation of earlier models.

A few years ago while on a vacation trip in New Hampshire with my wife, the car stalled. After some coaxing we got it to a service station where they replaced the fuel pump at a cost of about \$250.00. We were fortunate that we were able to continue on our way. This was with the '93 Lumina.

Just the other day, on a trip to the east end of Long Island, the '00 Malibu stalled on the Long Island Expressway. It could be started again and it would run a few miles before it stalled again. With the help of AAA we got home. The car is now at the service station, diagnosis fuel pump/sender assembly (and associated parts). Replacement cost \$634.96--see attached bill. I understand from my mechanic that there is a technical service bulletin concerning this problem.

I would appreciate your thoughts on such an expensive repair. I await your reply.

Sincerely,
[REDACTED]

Encl.

**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).**