



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 100164

Date Received

Repository

13-APR-2004

Reference No.  
10057060

OWNER INFORMATION (Type or Print)

Name

Address

City

CHALFONT

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of [redacted] Date 5/5/04  YES  NO

VEHICLE INFORMATION

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

1G1Z4548X4 [redacted]

Make

CHEVROLET

Model

MALIBU

Model Year

2004

Date Purchased

12/17/03

Dealer's Name and Telephone Number

Borbeys Chevrolet 2158224100

Engine:

No. Cylinders

6

Fuel Type:

Reg.

Original Owner

Dealer's City

COLMAR

State

PA

Zip Code

18915

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

012000 STEERING: COLUMN

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-JAN-2004

Failure Mileage

900

Failure Speed

40mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM18ABC036)

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

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 AT ANY SPEED AND WITHOUT WARNING VEHICLE LOST POWER STEERING. THIS PROBLEM HAPPENED FOUR TIMES IN FOUR MONTHS. VEHICLE WAS TAKEN TO A DEALER, WHO REPLACED THE STEERING COLUMN UNIT. ALSO, ABS BRAKE LIGHT CAME ON, AND THE BRAKES MADE A SCREECHING NOISE WHEN DEPRESSED. DEALER REPLACED THE ABS MODULE, AND FRONT BRAKE HUBS. ALTHOUGH REPAIRS HAD BEEN DONE SAME PROBLEMS RECURRED. \*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

Date	Mileage	Problem	Correction
8/15/03	10	State (use/low) fluids	New car Add fluids and PDI?
3/8/04	3781	Electrical failure	Replace dash dimmer switch
			Replace headlight dimmer
		Power Steering failure	Replace steering column
			Transfer upper column control
			Transfer motor assembly
		Traction Control light	
		ABS system inoperable	Ordered new hub
		Short left front hub	Ordered new hub
		Key fob inoperable	Ordered part
3/9/04	3782	Traction Control Light	Replace hub bearing assm.
		ABS system	Replace left front hub
		Key fob	Replaced Keyless entry
3/18/04	4927	Dash Light inoperable	New case - from tech. serv.
		Power Steering failure	Swap hub assembly left to right
4/7/04	6034	Braking metal to metal	Replaced front brakes
		Grease leaking left front wheel	Remove replace left front axle boot "torque" leaking

[REDACTED]

[REDACTED]

April 12, 2004

Re: PA. Automobile Lemon Law  
Chevrolet Malibu 2004  
VIN# 1G1ZU548X4 [REDACTED]

Please represent me ref. above. The car has had chronic problems from the date of purchase, December 17, 2003. I consider the car a "Lemon" and unsafe to drive. My problems range from nuisance items such as electrical problems i.e. dash lights not working to extreme safety conditions such as intermittent power steering loss and anti lock brake failure. Additionally, I feel the dealership, Bergeys, has understated the problems on their work or repair orders. An assistant service manager, Mr. Jim Westover, stated to my son that the car is unsafe and should have never left the manufacturer's floor.

The car has been returned to the dealership four times since December 17, 2003 for major repairs. Including today, the car had been in for repairs (not in my possession) for over 50 days.

I do not want the car. I would like a full refund from General Motors. Please work to that end on my behalf.

Thankyou.

Sincerely,  
[REDACTED]

**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).**