



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 2004 AUG 12
(1-888-327-4236)

INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

PM 5:02

25-MAY-2004

Repository

Reference No.
10074219

OWNER INFORMATION (Type or Print)

Name

Address

City

CLEVELAND

State

OH

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 your name or address to the vehicle manufacturer.

YES

NO

Signature of Owner

Date 7/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1NE52M0XY

Make

CHEVROLET

Model

MALIBU

Model Year

1999

Date Purchased

12-24-98

Dealer's Name and Telephone Number

TONY LA RICHE CHEVROLET (440) 585-9300

Engine

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

WILLOUGHBY OH

State

OH

Zip Code

44092

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

072200 FUEL SYSTEM, GASOLINE; DELIVERY; HOSES, LINES/PIPING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

5-21-04

Failure Mileage

41695

Failure Speed

—

FUEL LINE (REFER TO ATTACHED DEALER SERVICE REPORT FOR DETAILS)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make

The Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: D0THAL9ABC036)

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

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).

CONSUMER SMELLED FUEL WHILE DRIVING. SHE EXAMINED THE FUEL TANK AND NOTICED THE FUEL LINE FROM THE FUEL PUMP TO THE FUEL FILTER HAD RUSTED WHICH CAUSED GAS TO LEAK OVER THE EXHAUST PIPE. PLEASE PROVIDE FURTHER INFORMATION. *JB

CONSUMER SMELLED FUEL WHILE DRIVING. SHE THEN OBSERVED FUEL DRIPPING ONTO THE GROUND WHILE PARKED. CONCERN ABOUT POTENTIAL FIRE HAZARD AND RAPID DEPLETION OF FUEL FROM THE TANK CAUSED HER TO TAKE VEHICLE TO DEALER FOR INSPECTION. NOTE: FAILED PARTS WERE RETAINED BY DEALER FOR FACTORY WARRANTY VERIFICATION.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Mr. Gary L. Cowger
President G.M. North America

July 21, 2004

Dear Sir,

The purpose of this letter is to inform you of a very hazardous occurrence with my daughter's 1999 Malibu LS at the 41695 mile odometer reading. The automobile, VIN 1G1NE52M0XY, developed a fuel line leak at the fuel filter separator due to corrosion (see attached dealer service report). Atomized gasoline then began to spray on the underside of the car within reach of the muffler, exhaust pipe and catalytic converter. My daughter could smell gasoline fumes, but for several days was unaware of the source of the problem. Fortunately she took the car to the dealer before a fire occurred. After much discussion with Customer Assistance in which I argued that a fuel line should never rust out and therefore repairs should be made at no expense to my daughter, G.M. did agree to a 50/50 shared cost.

It seems inconceivable that after years of material development, critical components such as pressurized fuel and brake lines are still subject to corrosion failure. We believe that the Corporation should have absorbed full responsibility for replacing a non-wear component such as this fuel line. Due to the potential fire hazard, we have filed a report with the NHTSB.

Service history for the vehicle has in general been very poor. Examples:

- a) Replace all four tires at 30,000 miles due to center tread wear. Dealer verified tire pressure at each oil change.
- b) Replace front brake pads @ approximately 20000 miles and again at 41313 miles.
- c) Broken driver side sun visor arm @ approximately 36000 mi
- d) Replace both front wheel hub assy's due to bearing failure @ 41313 miles.
- e) Replace both front brake rotors @ 41313 miles.

My daughter has been advised that the following work should be performed:

- a) Replace ignition wire set due to arcing.
- b) Replace intake manifold gaskets due to leakage.
- c) Replace rear stabilizer bar & sway bar bushings.

I understand that the car is out of warranty and that some items are subject to normal wear and tear. However, my daughter drove a new 1990 Chevy S-10 until purchase of the 1999 Malibu and did not experience the frequency and severity of problems she is now having. Unfortunately as a retired Terex employee, I am having difficulty convincing her to buy another G.M. car.

Thank you for the opportunity to express my concerns.

[REDACTED]
Hudson, OH [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).**