



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 100182

Date Received

Repository

07-JAN-2005

Reference No. 10107002

OWNER INFORMATION (Type or Print)

Name

Address

City SEBASTIAN

State FL

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 attempt to locate your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/21/05

VEHICLE INFORMATION

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

1G1ZT54B14F

Make CHEVROLET

Model MALIBU

Model Year 2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

010000 STEERING

Multiple Failure: 8

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-MAY-2004

Failure Mileage

1600

Failure Speed

60-70

Steering

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

DOT No. (Example: DOTMALBABC036)

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).

VEHICLE EXPERIENCED STEERING AND TRANSMISSION PROBLEMS. THE STEERING WENT OUT, FORCING THE VEHICLE TO THE RIGHT SIDE OF THE ROAD AND INTO AN EMBANKMENT. CONSUMER HAD THE VEHICLE TOWED TO A SERVICE CENTER. TRANSMISSION WILL NOT ENGAGE INTO THE INTERLOCK. IF GOING INTO REVERSE AND CHANGING INTO DRIVE IT WAS DIFFICULT TO CONTROL VEHICLE. CONSUMER MUST USE ABOUT 45 LBS OF PRESSURE TO GET THE GEAR SHIFT TO OPERATE SMOOTHLY. ALSO, VEHICLE WAS HAVING BRAKE PROBLEMS. CONSUMER WAS DRIVING ON AN OFF RAMP AND APPLIED THE BRAKES DOWN TO THE FLOOR. VEHICLE SLOWED DOWN BUT DID NOT STOP COMPLETELY. CONSUMER CONTACTED THE MANUFACTURER AND THE DEALERSHIP, WHO TOLD THE CONSUMER THAT THERE WAS A BRAKE RECALL, AND THAT THE BRAKE PROBLEM WAS ELECTRICAL. THE BRAKES WERE ELECTRONICALLY PROGRAMMED CONTROLLED. *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.

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

The Steering went totally out no control
Afterwards now the brakes are totally shot
They've had it in the shop two weeks

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

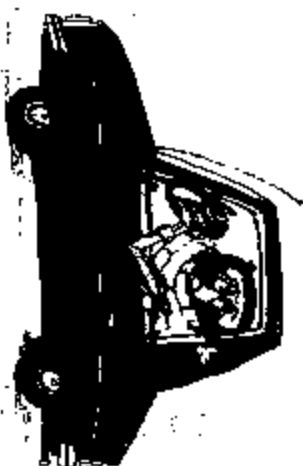
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

INSTRUCTIONS TO THE CUSTOMER

Step 1

Read the enclosed *Program Summary* and the other information regarding the BBB AUTO LINE process.

Step 2

Review and sign the *Customer Claim Form*. Make sure all information on the form is accurate. If any information is missing or incorrect, please write the corrections or additions directly on the form using black ball point ink.

Please complete a section of the enclosed grids for each problem. If you fail to list problems now, they may not be able to be added later in the program. We can not accept forms which state "please see attached repair orders." You must take the time to complete the form and grid. Please attach additional sheets if the grid does not provide enough space.

Please make sure the VIN (vehicle identification number) is noted and correct. Make corrections to the VIN right on this form.

The *Customer Claim Form* must be signed by all titled owners of the vehicle.

Step 3

~~Make sure you have the following information:~~
Sales Agreement/Purchase Invoice containing the cash purchase price, sales tax and other miscellaneous expenses associated with your purchase; or,

Lease Agreement (obtain requested information from the lessor);

Current *Vehicle Registration*; and,

Repair Orders that relate to your claim, including proof of payment if you are seeking reimbursement.

Copies of any *notice(s)* sent to the manufacturer, along with any *confirmation(s)* of receipt.

Step 4

~~Especially do not forget:~~ Attach your copy of the documents listed above in Step 3 to the signed *Customer Claim Form*. All documents you submit will be scanned into a computer. We will keep electronic copies of any documents you send, and we will dispose of the hard copies. You may wish to make a complete set of copies for your file before mailing. ~~We are not able to return any documents to you.~~

Step 5

~~Be sure to use the following:~~ Place all your documentation in a suitable size envelope and mail to the address provided on the *Customer Claim Form*. You should return this information to us no later than seven days after you receive this package or you may fax it to us at 703.247.9700.

June 4, 2004

Ref: CHV0443207 : vs Chevrolet Motor Division 1G1ZT54814F

Barefoot Bay, FL

Dear

Thank you for calling the BBB AUTO LINE program. I am writing to confirm receipt of your claim on the date of this letter and to tell you the steps to take to assist us in handling your claim.

Please review the material outlined below:

- *Instructions to the Customer* - Please read this document first. It walks you through the material contained in the mailing and explains what you need to do to help us handle your claim.
- *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- *Important Information about the Florida Lemon Law*
- *Customer Claim Form* - Information about your vehicle and the vehicle's problems that you gave us over the phone are recorded on this document. Please verify the accuracy of the information and make any changes if necessary.
- *How BBB AUTO LINE Works* - This booklet explains the BBB AUTO LINE program and contains the rules that will be followed in arbitration.

The enclosed information explains how to arbitrate your claim through the BBB AUTO LINE program. *Please note* that the Florida lemon law also provides for arbitration through a state-run arbitration board, and sets specific time limits for filing a claim. To obtain further information about eligibility for the state-run program, please contact the Division of Consumer Services' Lemon Law Hotline at (800) 321-5366.

If we fail to render a decision within 40 days, or if you are not satisfied with the results of BBB AUTO LINE arbitration, you may, if your case is eligible, pursue your claim through the state arbitration program.

Sincerely,

Eric Ogleby at Extension 240

Re: Young vs Chevrolet Motor Division # CHV0443207 VIN: 1G1ZT54814F

June 15, 2004

Barefoot Bay, FL

Dear Mr.

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The manufacturer agrees to repair your 2004 Chevrolet Malibu for any verifiable defects under the terms of the New Vehicle Warranty. You have listed problems with excessive oil consumption, vibration, vehicle pulling, computer and air conditioner.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Eric Oglesby at Extension 240

cc: Jean Whyre



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

May 13, 2004

Barefoot Bay, FL

Service Request: 1-213232261
Customer Relationship Manager: Sally Reilly

Dear

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

Central Office
Chevrolet Motor Division
General Motors Corporation
Customer Center, P.O. Box 100, Detroit, MI 48265-1000



June 2004

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that two defects, which relate to motor vehicle safety, exist in certain 2004 model year Chevrolet Malibu vehicles equipped with anti-lock brake system (ABS). On these vehicles, the ABS controller may calculate a higher than actual vehicle speed if there is an erratic rear-wheel speed sensor signal. This can cause ABS activation where it is not needed or cause needed ABS activation to be extended during braking as the vehicle speed drops to about 3 mph. A four-wheel ABS activation could occur for a maximum of 1.25 seconds on a level surface or for up to 2.5 seconds if the vehicle is on a grade, resulting in increased stopping distances of up to 11.4 ft. If this condition occurs where stopping distance is limited, a crash could occur.

Some customers may experience illumination of the ABS warning lamp on the instrument panel. This can occur when the system detects erratic speed signals and it means that the ABS is disabled. The brake system will perform normally in non-ABS mode until the vehicle is restarted and the ABS lamp is off.

In addition, a Malibu was tested recently in a government 38.8 mph side impact test. Analysis of the results indicated that during a side impact the outboard anchorage of the driver's safety belt could disconnect because of contact between the seat trim and the anchorage connector when the seat is adjusted to its lowest position. If this were to occur, the driver will no longer be properly restrained, increasing the risk of injury.

What Will Be Done: To prevent the possibility of these conditions occurring, your Chevrolet dealer will reprogram the ABS controller and install a retainer in the front safety belt connectors. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 35 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Chevrolet dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.633.2438.

**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).**