



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 100148

Date Received

2006 OCT -4 PM 2:15
13-SEP-2006

Repository

Reference No.
10168157

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BATON ROUGE State LA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 9/18/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G1ZT64844F [REDACTED]
Make CHEVROLET Model MALIBU Model Year 2004

all repairs done by Gerry Lane Chevy Dealer
Bohn Repair

Date Purchased 30-MAR-05 Dealer's Name and Telephone Number River City Kousshatta LA
Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner Dealer's City Metairie Business Center State Zip Code

Transmission Type AUTOMATIC Antilock Brakes Cruise Control
Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 110000 ELECTRICAL SYSTEM
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-SEP-2006 Failure Mileage 29000 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: DOTMAL9ABC036) 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).

DT*: THE CONTACT STATED WHILE DRIVING VARIOUS SPEEDS, A SHORT CIRCUIT CAUSED ALL OF THE VEHICLE'S LIGHTS TO BLINK AT THE SAME TIME VERY RAPIDLY. ALSO, THE HORN SOUNDED RAPIDLY, THEN THE VEHICLE POWERED DOWN CAUSING ALL OF THE LIGHTS TO DIM AND THE ELECTRONIC STEERING WHEEL TO LOCK UP. THE VEHICLE WENT INTO A COASTING MODE. UNTIL THE VEHICLE POWERED BACK UP AGAIN, AND THE COMPUTERS OVERRIDE EACH OTHER, THE STEERING WHEEL WOULD NOT UNLOCK. THE DEALERSHIP REPLACED ALL OF THE LIGHTS THREE TIMES. THIS INCLUDED TURN SIGNAL LIGHTS, HEADLIGHTS, TAILLIGHTS AND ANY OTHER LIGHTS TO TRY AND REMEDY THE PROBLEM. THE FUEL PUMP WAS CHANGED BECAUSE THE DEALERSHIP THOUGHT THE FUEL PUMP MAY BE OVERRIDING THE MAIN COMPUTER. THE CRUISE CONTROL WAS ALSO REPLACED BECAUSE THE DEALERSHIP THOUGHT MAYBE THE CRUISE CONTROL WAS ACTIVATING THE SYSTEM, BUT THE PROBLEM STILL PERSISTED. THE CRUISE CONTROL WAS NOT IN USE WHEN THE SHORT CIRCUIT OCCURRED.

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.

Chevrolet Motor Division
Chevrolet Customer Assistance Division
P.O. Box 33170
Detroit, MI 48232-5170

Sept. 12, 2006

To whom it may concern:

I am the owner of a 2004 Chevrolet Malibu Maxx, VIN # 1G1ZT64844F170312. I purchased it from River City Chevrolet/Buick in Coushatta, LA 3/30/05. This car was in for repair @ Gerry Lane, Baton Rouge, LA June 3, 2005 for recall work and to replace 1 taillight. River City was out of business June 1, 2005. The taillight was again replaced August 2005 and has had every light replaced and rewired since. The car has been back 11 times for service for replacement of every tail, blinker, and brake light. When the lights go out on the car every bell, light, and whistle comes on inside the car and the steering wheel locks up for 15-20 seconds. When this happens the steering wheel CANNOT BE MOVED no matter how hard you pull on the wheel.

I have been through the BBB Autoline and GM Customer Service. I have 2 old closed case numbers 1-427345305, 1-406096407. I have not received satisfactory results using either of these means of communications, or using Gerry Lane's Customer Service Manager to reach a higher level of desired help from GM. This is a General Motors matter and upper management needs to be involved. I have had no results filling out written surveys or telephone surveys to convey my utter lack of dissatisfaction with this car, which is in the repair shop more than I drive it. I know I am not alone in a problem with this vehicle or nature of the problem. The salesman at Gerry Lane who took me out to test drive a 2006 Impala told me he had the same model Malibu Maxx and experienced the same problem and had an accident. This is the only vehicle I drive my child to school, errands, and myself to work in New Orleans.

I would appreciate a call to resolve this matter as soon as possible. I can be reached at home [REDACTED] or cell [REDACTED].

Sincerely,
[REDACTED]

GM Vehicle Inquiry System Summary

C.HV064799B

BBB

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

ERICA WILLIAMS
866 790-5600
RACHEL TANNER 17345 ext Help 1-427345305 GM SERVICE REQUEST
1-406096407

VIN:	IG1ZT64844F
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VEHICLE INFORMATION

Merchandising Model :	1ZT68 -2004 MALIBU LS MAXX	Warranty Start Date :	03/30/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	RIVER CITY CHEVROLET-BUICK, INC. PO BOX 1060 COUSHATTA, LA 71019-1060 (318) 932-4084	Selling Source :	13 - CHEVROLET
		Site Code :	24258
		Business Associate Code :	114289
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04027	DRIVER'S SAFETY BELT ANCHORAGE	N/A	Closed
RC	04030	UNWANTED ABS ACTIVATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	Yes	XM Radio ID	H14T30MR	XM Status	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/30/2005	25 miles	03/30/2008	36025 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/30/2005	25 miles	03/30/2011	100025 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/30/2005	25 miles	03/30/2013	80025 miles
36/36000 FEDERAL EMISSION	03/30/2005	25 miles	03/30/2008	36025 miles

CLAIM HISTORY

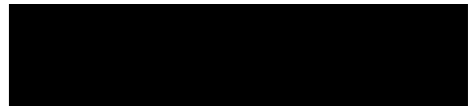
R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/05/2006	383068	#	L0620 - CANISTER, FUEL VAPOR - REPLACE	24003 miles

10 days on rental

06/05/2006	383068	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	24003 miles
05/08/2006	380326	#	N6620 - WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION - R	22347 miles
05/08/2006	380326	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	22347 miles
03/17/2006	375077	#	N2893 - RELAY - HORN - REPLACE	19629 miles
03/14/2006	374665	#	N0760 - BULBS, STOP, TAIL, AND TURN LAMP (RIGHT) - REPLACE	19360 miles
03/14/2006	374665	#	N4800 - MODULE, COMPUTER (CONTROL) BODY - REPLACE	19360 miles
03/01/2006	373457	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	18739 miles
07/12/2005	351687	#	V1152 - 04027- INSTALL RETAINERS	6523 miles
06/03/2005	348173	#	V1156 - 04030- REPROGRAM ABS MODULE	4602 miles
02/11/2004	A70312	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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- Wednesday Aug. 16. Picked up from repair still not fixed. ^{Had Auto rental 10 days}
- Monday Aug. 20 driving to Jackson LA. car ^{lock}
 fouled down / all lights came on steering locked up.
 Called Greg Wilson working with GM.
- Friday Sept. 1st call did the same thing driving out
 of real short parking lot - I called Greg Wilson
 5:45 pm. got call into Larry Lane 9/1/06.
 No Rental available (later day weekend).
- Monday Sept. 11, date Picked up from Larry Lane
 drove 117 miles only repaired right front drums
 wheel lifted. cannot find problem with steering being
 up.



CUSTOMER NAME [REDACTED]

TOTAL R/O'S 6

TOTAL SERV. DAYS 6

SERIAL NO. 1G1ZT64844F [REDACTED]

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	375077	03/17/2006	19629	A	1720			
				T	2520	1	W 05CVZ	MISC REPAIRS
				T	2520	2	W 24CVZ16	CRUISE CONTROL
2	374665	03/14/2006	19360	A	1720			
				T	2520	1	W 24CVZ02	EXTERIOR LIGHT P
				T	2520	2	W 24CVZ	ELECTRICAL REPAI
3	373457	03/01/2006	18739	A	2475			
				T	2520	1	W 24CVZ	ELECTRICAL REPAI
4	354569	08/16/2005	8080	A	4085			
				T	2583	1	C 01CVZ	FREE LUBE/OIL/FI
5	351687	07/12/2005	6523	A	1720			
				T	7044	1	W 23CVZ	TRIM
6	348173	06/03/2005	4602	A	1720			
				T	7044	1	W 23CVZ	TRIM
				T	7044	2	W 11CVZ	BRAKES

*Left hand side
brakes no change
no ticket*

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

*Customer Service
800 277 1030
Service Request
1-427345305
Aug 8/16/06*