



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
31-JUL-2007
2008 FEB -1 PM 12:31

Repository
Reference No.
10197936

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MURFREESBORO State TN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 8/7/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G1ZT64884 [REDACTED]
Make CHEVROLET Model MALIBU MAXX Model Year 2004
Date Purchased 07-MAY-04 Dealer's Name and Telephone Number WILSON COUNTY MOTORS Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City LEBANON State TN Zip Code 37087
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 020000 SUSPENSION Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-MAR-2005 Failure Mileage 15000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

TL*THE CONTACT OWNS A 2004 CHEVROLET MALIBU MAXX. WHILE DRIVING AT LOW SPEEDS, THE VEHICLE MAKES A KNOCKING NOISE IN THE FRONT PASSENGER SIDE OF THE VEHICLE. THE FRONT SUSPENSION WAS REPLACED FOUR TIMES AND THE RACK WAS REPLACED ONCE. THE VEHICLE HAS BEEN TAKEN TO THE SHOP FOURTEEN TIMES. THE STEERING SHAFT HAS BEEN PACKED WITH GREASE, WHICH SERVES AS A TEMPORARY REPAIR. THE DEALER STATED THAT THE STEERING SHAFT WILL NEED TO BE GREASED APPROXIMATELY EVERY THREE MONTHS. THE SPEED WAS UNKNOWN. THE CURRENT MILEAGE WAS 25,000 AND FAILURE MILEAGE WAS 15,000.
52000

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 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)

GM CUSTOMER SERVICE ADVISOR (CRYSTAL GOMEZ) GAVE CUSTOMER COMPLAINT
FILE # [REDACTED] ON 6/8/2006 - NEW CASE FILE OPEN BY
MARY FELTY G.M. CASE # [REDACTED]

1 - 10 100 1000

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



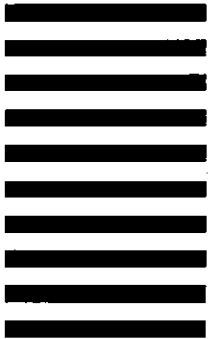
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

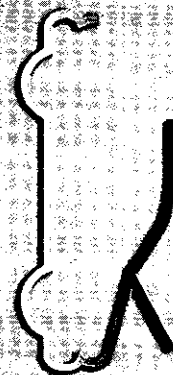
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



216
08/08/06

Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Representative Council (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration





CHEVROLET

Customer Assistance Center

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

June 19, 2006

Mr. [REDACTED]

Murfreesboro, TN [REDACTED]

Service Request: 1-415105506
Customer Relationship Manager: Mary Felty

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu MAXX. 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,

Chevrolet Division
General Motors Corporation



CHEVROLET

Customer Assistance Center

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

September 1, 2006

[Redacted]

Murfreesboro, TN [Redacted]

Service Request: 1-430236271
Customer Relationship Specialist: Brion Stevens

Dear [Redacted]

Chevrolet is pleased to provide service coverage for the steering and front suspension on your 2004 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64884F [Redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 7, 2010, or 72,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

- Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.
- Front Suspension – Upper mount and bearing; upper and lower control arms; springs; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer shaft; stabilizer bushings; and wheel bearings.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu MAXX. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center
ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the

OWNER

2004 CHEVROLET/MALIBU/4 DOOR HATCHBACK
VIN # 1GIZT64884F [REDACTED] PURCHASE DATE 5/07/2004
WILSON COUNTY MOTORS 1310 W. MAIN LEBANON, TN 37087
BUSINESS PHONE [REDACTED] FAX # [REDACTED]

TOTAL PURCHASE PRICE LESS REBATE \$ 21,289.49

**The Malibu Max was purchased from Wilson County Motors and Serviced at
Alexander Chevrolet 1422 North West Broad St. Murfreesboro, Tn 37133-1115
Business Phone # [REDACTED]**

Problem # 1- 2/21/2005 mileage (14,465)

- A- Brakes making scrubbing noise**
- B- Front suspension shimmy at 65 mph.**
- C- Whining noise from steering when turning**

(Repair Service Made)

- A- found no problem with brakes**
- B- Rotate and balanced 4 tires — (Charges \$58.02)**
- C- Replaced Steering column and relearned steer wheel position (Warranty)**
- D- Recall 04027 drivers safety belt anchorage GM safety recall installed retainers**

Problem # 2—3/11/2005 mileage (15,163)

- A- Same as problem # 1 whining noise from front suspension steering slips and ticking sound**
- B- Ticking sound from dash around radio while driving**

(Repair Service Made)

- A- Found that both front Struts and strut mounts need replacing (parts ordered)**
- B- Verified and found bulletin 4 1 37 002 installed tie strap (Warranty)**

Problem # 2-A—4/04/2005 mileage (15,888) Replaced both front Struts and mounts:

Problem # 3—4/05/2005 mileage (15,913)

- A- Brake Fluid leaking front suspension (Repair Service Made)**
- A- Found that bolt connects hose to caliper loose, tighten bolt and bleed brakes**

Problem # 4—5/16/2005 mileage (18,285) same as problem # 1 and # 2

A—Rubbing and ticking sound in front suspension (steering) when turning.

(Repair Service Made)

A—Found that noise is coming from Front Struts, Removed Front Struts and Lubed mounting area and bearings (Warranty)

Problem # 5—10/28/2005 mileage (26,185)

A—Front suspension shakes and vibrates while braking

B—Temp gauge not register at times

(Repair Service Made)

A—Machined Front Rotors, Rotate 4 tires (Service \$150.18)

B—No codes stored no trouble found at this time

C—Recall 04027 Drivers safety belt anchorage, Installed retainers (warranty)

Problem # 6—11/15/2005 mileage (26,898)

A— Unusual noise clicking noise coming from steering wheel-occurs on straight away at all speed and going over bumps.

(Repair Service Made)

A— Called GM Tec, talked to John Daly was told to replace Strut Mounts again Case _____ ordered front Strut Mounts (Warranty)

(Repair Service Made)

Problem # 6 A- 11/29/2005 mileage (27,241)

Installed new Strut Mounts case # _____ Replaced Left front and right front Strut Mounts Provided GM Roadside/customer service # 1-800-222-1020

Problem # 7—01/11/2006 mileage (28,556)

A—Usual noise Popping Noise at end of turn thump noise occurs- also in mid turn clicking noise sounds like flipping deck of cards. This problem has been on going since February 21 2005, at 14,465 miles. Opened case with GM #1-384776945 Crystal Gomez-1-866-942-4368-ext # 45026.

(Repair Service Made)

A—Refer to History check and advise.

TAC Suggested Replaced Front Struts, Mounts, Bearings, and Spring seats Also Found Left Front Sway Bar Link Bad

Replaced front struts, mounts, bearings and spring seats. Also Replaced left front sway bar link. Performed front wheel alignment set cambers both front and set toe.

Problem # 8 ---6/07/06 mileage 35,005

Steering developed a thumping noise and had a clunk like noise when turning from side to side. Steering felt very loose. I called General Motors #866 -942-4368-ext 45026. This was the number for [REDACTED] who had gave me a case number # [REDACTED] to refer back to if there were any more problems.

MS. [REDACTED] answered the call and said the case number that I had was no good any longer and she would give me a new one. She gave me # [REDACTED] I explained the problem that I had with the car and she said for me to take it back to the dealer and get a repair order on it and she would call the Service Advisor the next day and get a report of the problem.

06/08/2006---Took car in to Alexander Chevrolet and went for a test drive with Tony Howitt, Shop Foreman (former GM tech) He verified the problem with the steering and the car continues to bottom out on bumps. The car was very noisy and rough riding. (This was not noted on repair order). They gave me a rental car and kept the car overnight.

Repair Service Made--- Inspected steering components and tightened Steering Rack mounting bolts and intermid shaft bolts tightened. I picked up car on 6/09/06.

6/12/06--- Called Mary Felty GM Customer service. She informed me that the problem with the front suspension was that the steering would have to be lubricated at least once a year and that there was nothing she could do at this time. She suggested that I take the car back to the dealer that I first purchased the car from.

6/14/2006---Mary Felty GM Customer Service, called and said GM could give me an extended warranty for 60,000 miles or 6 years which ever came first. I told her with the previous history of the car and the repairs that had been made, I or my Wife did not trust the car to be safe and we were requesting A replacement vehicle or a total buy out. Ms. Felty said the warranty was all she was authorized to offer me and that I should probably contact the BBB (Better Business Bureau's Auto Line.)

6/26/2006---Went back to Alexander Chevrolet and talked with Joe Burriss General Sales Manager. I told him about the problems with the car and that I did not feel safe driving the car with the repair history, and no one has really found the reason for all the new parts that have been replaced several times. There are still problems with the front suspension. The steering rack has a clunking noise when turning and steering wheel has a slight catch in it on a long curve.

He again (Tightened steering rack and pinion mounting bolts) and said he packed it with grease.

I told him I would like A buy back on the Malibu or an allowance for another purchase. He said he would get in touch with GM customer service, He called Ms. Mary Felty and left a message. The last I know she never returned his call.

I talked with MS Felty on the phone and she said I would have to have the steering shaft packed with grease every year to keep the noise down. We have had to take it in to the dealer about every 3 or 4 months and they again replaced the (rack and pinion steering gear assembly) September 26, 2006 and have Repacked the same 2 times since then. I WANT TO KNOW IS THIS CAR SAFE AFTER THE MANY TIMES THAT THE FRONT SUSPENSION HAS BEEN TAKEN A PART AN RE-ASSEMBLED. And why does the steering shaft have to be tightend and greased .

I did accept a 72000 mi. extended warranty in what I thought was the last resource.

Did I give up my rights to a safe car and enjoyment to my 2004 Malibu Maxx?

[REDACTED]

Murfreesboro, Tn [REDACTED]

Home Phone [REDACTED]

Work Phone [REDACTED]

Fax [REDACTED]

Email [REDACTED]

PS.

7/7/2006---Contacted WP BONE at Wilson County Motors 615-444-9642

I talked with Mr. Bone, told him the problems I have had with the 2004 Malibu Maxx that I had Purchased at His dealership, and explained that when purchasing the car that I intended to have it serviced at Alexander Chevrolet in Murfreesboro, TN.

Wilson County Motors was 88 miles round trip from my house and in order to get the car serviced, I would have to take a day off work each time. Mr. Bone told me he would contact the Field Representative for General Motors to see what would be the best solution, he will be back in town about July 14 2006.

FDW

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).