



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

Repository

31-DEC-2007

Reference No.

10213265

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City VERONA

State MO

Zip Code

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 _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 1G1ZS52F04F

Make CHEVROLET

Model MALIBU

Model Year 2004

Date Purchased 05-MAR-05

Dealer's Name and Telephone Number MAYSE AUTOMOTIVE GROUP 800-295-5590

Engine: No: Cylinders 4

Fuel Type: Gas

Original Owner

Dealer's City AURORA

State MO

Zip Code 65605

Transmission Type AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code 126000 EXTERIOR LIGHTING:TURN SIGNAL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-NOV-2007

Failure Mileage 82000

Failure Speed 0

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: DOTM9ABC036)

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).

TL*THE CONTACT OWNS A 2004 CHEVROLET MALIBU. BOTH OF THE FRONT TURN SIGNAL LENSES HAVE A ONE HALF INCH HOLE BURNED INTO THE TOP OF THE PLASTIC. THE PLASTIC HAS COMPLETELY MELTED AND TURNED BROWN. THE SHINY MATERIAL HAS TURNED A DULL WHITE. THE DEALER STATED THAT NOTHING COULD BE DONE BECAUSE THE VEHICLE WAS OUT OF WARRANTY. THE CURRENT AND FAILURE MILEAGES WERE 82,000.

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.

Additional information

11-30-07 – I took my 2004 Chevrolet Malibu to the dealer (Mayse Auto Group-Aurora, Missouri) because my lens (both sides) had a burnt hole in them, at the top of lens. I told they would not fix it for free. The service manager, said, they would not pay for it because it is out of warranty. I mentioned that this is a safety issue. The manager gave me the General Motors complain number.

12-3-07 – I call GM (1-866-790-5600 and talked with Allen Chuffs, ext 32022. I called a total of 11 times to Mr. Chuffs. Three of the eleven times I called to Mr. Chuffs, I was told he would be in contact with me the next day, he never called. I was told my complaint was referred to another representative, Ethan Follett ext 22128. Ethan Follett that he talked with all his representatives and they will not pay for repairs to lights told me on 1-2-08. The service # they gave me for this problem is: GM 71-580432896.