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

2008 APR 16 AM 7:41

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
31-MAR-2008	Reference No. 10222896

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City YPSILANTI	State MI	Zip Code [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 [redacted] *WILL NOT provide your name or address to the vehicle manufacturer.*
Signature of Owner [redacted] Date 4/7/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1G1NE52M6W[redacted]	CHEVROLET	MALIBU	1998

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
09-SEP-98	BILL CRISPEN CHEVROLET 734-429-9481			No: Cylinders 6	Gas
Original Owner ☒	Dealer's City SALINE	State MI	Zip Code 48176		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	FRONT WHEEL DRIVE	014000 STEERING:RACK AND PINION
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
11-MAR-2002	42114	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: 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 1998 CHEVROLET MALIBU. THE DEALER STATED THAT THE STEERING: RACK AND PINION WAS LEAKING AND THE CONTACT PAID $195, PLUS $470 FOR LABOR. THE CONTACT WAS INFORMED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 03V527000 (STEERING:RACK AND PINION). THE CONTACT CALLED GM IN APRIL OF 2002 AND WAS INFORMED THAT HE WOULD BE REIMBURSED. WHEN HE INFORMED GM THAT HE TOOK THE VEHICLE TO A PRIVATE SHOP, GM CHANGED THEIR MIND AND NEVER PROVIDED REIMBURSEMENT. THE CURRENT MILEAGE WAS 74,000 AND FAILURE MILEAGE WAS 42,114.

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.

4/15/02

I am writing requesting relief in paying for the enclosed repair bill on my 1998 Chevrolet Malibu. The first time that I took this car into service after my warranty expired I was given this repair estimate. My request number is C06495628. I took my car into University Chevrolet on 3/11/02 because the ABS light was coming on intermittently.

After receiving a repair estimate for $2400, I called Chevrolet customer assistance and spoke with Alexis Williams. I explained my situation to Ms. Williams and gave her all my pertinent information including my home and office phone numbers. Ms. Williams said she would call me back the next day between 3 and 4. She did not call me back until 3/26/02, two weeks after my initial contact with her. During the interval I called Chevrolet many times having spoke with Chacole Harvey, Angela Misselli, Hugh Tolden and Phillip Lee. At each call I was informed that Ms. Williams would get my messages and return my call. She never returned any of my calls. I attempted in good faith to contact Ms. Williams but this proved impossible.

Finally I took it upon myself to have the repairs done at a local state registered repair shop. On 3/26/02 Ms. Williams called me at home and stated she had been trying to call me but had been unable to get in touch with me. This is impossible. I have an answering machine at my home and voice mail at my office. When I asked Ms. Williams when she called she stated she called my home number during the middle of the day and did not leave a message because the line was busy. No body is home during the day at my home so the line could not be busy. I also asked Ms. Williams why she called my home during the time I instructed her to call me at my office. She had no explanation for her actions. I had no contact with Ms. Williams for 16 days after my initial contact with her. Her claims of calling my home number during the hours I informed her I was at my office and receiving a busy signal when no body is home at my house during the day is at the least unprofessional and at the worst a blatant lie. Having had no contact with Ms. Williams for 16 days I had to get my car repaired. I was not informed by any body to get my car repaired at University Chevrolet. I bought this car in good faith from General Motors and expected to be treated in a courteous and professional manner..

On 3/26/02, I spoke with Philip Lee and informed him that I had the repairs done at a licensed repair shop and he stated that that would not be a problem, just to send in verification of the repairs and a portion of them would be reimbursed.

On 3/26/02 after already been told that my repairs would be reimbursed, Ms. Williams called me at my home and informed me they would not be reimbursed. I am expecting General Motors to honor Mr. Lee's claim that I would be reimbursed for my repairs.

I have enclosed my repair order from Ed's Garage, proof of payment and proof of ownership.

Looking forward to hearing from you soon,

[redacted]

[redacted]vening
[redacted]aily

ED'S GARAGE, INC.

386 S. FORD BLVD.
YPSILANTI, MICHIGAN 48198
PHONE: 734-482-1650
STATE REGISTRATION NO. F147257

№ 31728

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ALL SALES ARE FINAL

VEHICLE INDENTIFICATION NO.	YEAR	MAKE & MODEL
	98	Chevy Malibu

MILEAGE	LICENSE NO.	COLOR	OTHER R.O.
42,400			31

QTY.	PART NO.	CODE	DESCRIPTION (U USED R REBUILT W WARRANTY)	ESTIMATED AMOUNT	ACTUAL AMOUNT
			Oil Pump Driveshaft O-Ring	1 95	1 95
			Cam Sensor O-Ring	1 30	
		R	Rack & Pinion	462 45	462 45
			P/S Fluid	8 00	6 00
			Cam Position Sensor		47 72
1			Paid VISA 3-20-02 Ed		

PARTS ARE NEW UNLESS INDICATED OTHERWISE — TOTAL PARTS

OUTSIDE REPAIRS

TOTAL OUTSIDE REPAIRS

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

MECHANIC NAME AND CERTIFICATION NUMBER
1. John M176776
2. Ed

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU. ☐ SAVE ☐ DISCARD Cust. Sig. _____

AUTHORIZED INCREASE	AMT. OF INCREASE	DATE	TIME	PERSON CONTACTED	BY (INIT)
FROM: $			☐ AM ☐ PM	Robin	Ed
TO: $				SS # OR DL #	

YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission [redacted] s, highways or elsewhere for the purpose of testing and/or inspection [redacted] ve car, truck or vehicle to secure the amount of repairs thereto.

X [redacted]
CUSTOMER SIGNATURE

NAME [redacted] DATE 3/19/02

ADDRESS [redacted]

CITY STATE ZIP Robin HOME PHONE [redacted]

WRITTEN BY | REQ'D. AM PM | PROM. AM PM | PHONE WHEN READY After Noon | WORK PHONE [redacted]

SERVICES TO BE PERFORMED	APPROX TIME	ESTIMATED AMOUNT	ACTUAL AMOUNT
Check oil leak, Intake Gasket V/C Gaskets, oil Pump Drive Shaft Gskt, Rack & Pinion, oil Pan Gasket 65 00			
R&R Oil Pump Driveshaft O-Ring		175	175 00
R&R Cam Sensor O-Ring-replaced Sensor due to wiring deterioration		95 00	95 00
R&R Rack & Pinion		195 00	195 00
Degrease Engine		65 00	35 00
	SHOP SUPPLIES →		

NO CHECKS

STORAGE POLICY
Storage will be charged at $10.00 per day, starting the day after the vehicle has been completed — Unless otherwise agreed to in writing.

— CERTIFICATION —
Above repairs properly performed
X Ed

TOTAL LABOR		500 00
TOTAL PARTS		518 12
SHOP SUPPLIES		
TOTAL GAS, OIL AND GREASE		
OUTSIDE REPAIRS		
ROAD SERVICE TOWING		
OTHER		
SUBTOTAL		
SALES TAX		31 09
TOTAL	65 00	1049 21

~~P~~ P. Chevrolet Cust
Asst.
1800 223-1020

ESTIMATE OF REPAIRS

NAME [redacted] ADDRESS [redacted]

MAKE OF CAR: 1998 Malibu | YEAR: 1998 | TYP: C | LICENSE NUMBER: | MILEAGE: 70117 | MOTOR #: 3

INSURED BY: GM | ADJUSTER: [redacted] 0649 628 | INSPECTOR: | PHONE HOME: [redacted]

DATE: 11-0

	DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS NUMBER	PARTS AMOUNT	LABOR AMOUNT	PAINT AMOUNT	TOTAL AMOUNT
1	Lf Front wheel speed Sensor	12192102	37	12.50	—	—
2	Intake Gasket (leaking oil) upper Est	10480829	44			
NO	Lower Est.	10480824	13			
	Valve Cover Gaskets.	10451775	20			
✓	Pump Drive Seal and Gasket		22			55.50
	Antifreeze	Dexcool	30			
	5W 30	5W30	7.50			
	Filter (oil)	PF47	4			
	STAT		14			
			[illegible]			
E	PAN GASKET	10182387	58.85	312.38		
20 ✓	RACK-N-PINION Leaking	26073200	718.58			
	Please NOTE: Th[illegible] IS NO Labor ES FOR the Replacement OF the RACK-PINION					
	Also will [illegible]					
	High 2[illegible]					

The above is an estimate based on [illegible] inspection and does not cover any additional parts or labor which may be required after the work has been opened up. Occasionally the work has started, worn or damaged parts are discovered which are not evident on the first inspection. Because of this the above figures are not guaranteed, and are for immediate acceptance only.

TOTAL	13[illegible]	32	1060	28
TAX	76	60	Shop Supplies 20	00
TOTAL ESTIMATE	1392	92	1080	28

2472

[illegible] CO CELINA, OHIO