



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: 08-APR-2009 Repository:

Reference No. 10264462

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: BERLINGTON Burlington State: NJ Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]  
E-mail Address: [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 owner's signature or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 4/25/09 Notify Manufacturer

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side: 1G1ND52F54m [Redacted]  
Make: CHEVROLET Model: MALIBU CLASSIC Model Year: 2004  
Date Purchased: 2007 Dealer's Name and Telephone Number: Chevrolet Inc. National Auto Dealers Exchange Malibu Classical model Engine: No. of Cylinders: 4 Fuel Type: Gasoline  
Original Owner:  used Dealer's City: Mansfield Township, New Jersey State: NJ Zip Code: 08022  
Transmission Type: Automatic  Antilock Brakes Powertrain:  Cruise Control Multiple Failure: Electrical Package, Braking System, Paint of Exterior Incident Date(s): 02-APR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY, 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS, 126000 EXTERIOR LIGHTING: TURN SIGNAL  
Failure Mileage: 70000 Failure Speed: 20  
Pressure, and peeling of exterior paint also to list of problems

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: DOTM19ABC036): [Redacted]  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  
Police Report Filed: Yes - SC 2009-1650  
Delran Police Department

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 CLASSIC. WITHIN THE PAST YEAR, THE VEHICLE HAS BEEN EXPERIENCING ELECTRICAL FAILURE WITH THE WINDOWS. THE WINDOWS WORK AT RANDOM AND, OCCASIONALLY, RISE VERY SLOWLY AS IF THE MOTOR IS NOT WORKING PROPERLY. THE VEHICLE IS ALSO EXPERIENCING ISSUES WITH THE TURN SIGNALS. MOST OF THE TIME THEY DO NOT WORK AT ALL, BUT OTHER TIMES THE SIGNALS WORK FOR A BRIEF PERIOD OF TIME. THE MANUFACTURER STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND THEY WERE NOT RESPONSIBLE FOR THE FAILURE. THE CONTACT BELIEVES THE ISSUE IS DUE TO A MANUFACTURER DEFECT AND SHOULD BE THEIR RESPONSIBILITY TO REPAIR. THE DEALER WOULD NOT ASSIST. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 70,000 AND CURRENT MILEAGE WAS 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 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.

Took Automobile to Barlow Chevrolet in Delran, New Jersey on 03/25/09 to correct these problems.

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

*Structural defect in my 2004 Malibu Classic Car in the Electrical system. Malfunction in the turn signals and the operation of the Automated Electrical Window operations in that Chevrolet model Automobile.*

*Automobile's turn signals malfunction while driving in traffic. Brake pressure in the braking system is weak in the Chevrolet Malibu Classic Automobile. Paint of the exterior of the Automobile is wearing off and peeling in the car.*

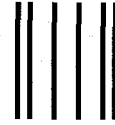
*Took Automobile to Barlow Chevrolet Route 130 South, Delran, New Jersey 08075. Telephone (856) 461-8400. ATTACH ADDITIONAL SHEETS IF NECESSARY Dealership refused to correct the issues/problems in that Chevrolet Malibu Car.*

U.S. Department of Transportation

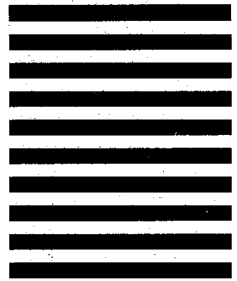
**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**



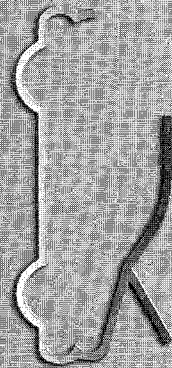
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**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**



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