

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 USE BY ONLY 100148

Date Received: 13-OCT-2015
FEB 22 2016

Repository

Reference No. 10781681

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TAMPA State: FL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G1ND52F24M [Redacted]

Make: CHEVROLET Model: MALIBU Model Year: 2004

Date Purchased: 04 Dealer's Name and Telephone Number: Mc/ Del motor Chevrolet E. Haven. G
Original Owner: Dealer's City: State: Zip Code: 6

Transmission Type: Antilock Brakes Powertrain: Multiple Failure: From 04 until now - lost count
 Cruise Control Incident Date(s): 03-JUL-2006 LOSS count

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: Failure Speed: 40

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: DOTM19ABC036): 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):

TL* THE CONTACT OWNS A 2004 CHEVROLET MALIBU. WHILE DRIVING AT APPROXIMATELY 40 MPH, THE VEHICLE STALLED. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V400000 (ELECTRICAL SYSTEM) BUT THE RECALL PART WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

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.

2-3-16

Tampa, FL. [REDACTED]

Phone [REDACTED]

410 = NATIONAL Highway Traffic Safety Administration.

I, [REDACTED] purchased my 04 MALibu in 04. There has been the same problem for years. I have gone to many mechanics and the problem never got solved. After many complaints from people, then the problem was exposed (Defect) switches - even know all along. I have spent a lot of money thru the years trying to find out what was wrong - getting no where then I received the Recall notice. At the time I would not take the car in because of hearing bad news about CAL DEALERS charging 500.00 for Recall - Channel 8 on your side reported they investigated and a Dealer Ship was made to pay back 500.00 which was take for Recall. Finally I took my car in to Jim Brown - 11300 W. Florida Ave Tampa, FL. I was told the same, pay 500.00 on Recall or with.

After speaking to.

Kim at cm - 866-790-5600

EV 5911816

DATE NO [REDACTED]

SHE spoke to Jim Bouno

and said for me to take car in

I did. Afterward I was given a

Receipt saying Recall was done

I ~~said~~^{said} to service manager nothing

was done. (busted) He said to bring car

back in 2 wk. Now keys have to be ordered

Went back 2 wk. was told no keys

I have paper work

After more weeks I finally got

keys - there is still the same

problem - this has been + still is

ripping people off - I am not

going back any more

I want to be paid for ALL the

money I spent thru the year

you would probably say, why you didn't

got a another car that's the easy way out

I AM A WIDOW - I worked very hard to

live decent ^{you} the help of God to put my

children thru school - made many

sacrifices - so no I brought + paid

for that car finally +



RECALL INFORMATION PROCESSING CENTER
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MILWAUKEE, WI 53209-9989

PRESORTED
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GENERAL MOTORS



RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

1G1ND52F24M [REDACTED]
[REDACTED]

TAMPA, FL [REDACTED]



IMPORTANT



066362F

JIM BROWNE CHEVROLET, INC.
11300 N FLORIDA AVE
TAMPA, FL 33612
(813) 935-3100

[REDACTED]
TAMPA, FL [REDACTED]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.



[REDACTED]
AS A VALUED CHEVROLET OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF NOVEMBER 2015, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR CHEVROLET MALIBU CLASSIC:

14350 UNINTENDED IGNITION KEY ROTATION

Was told Keys on order

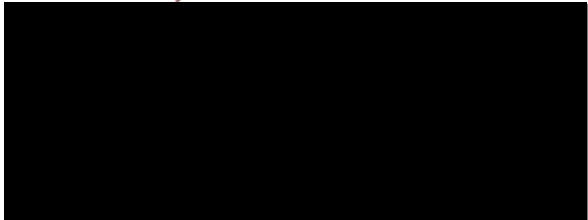


GMRPCUB07K [REDACTED]

14350



1G1ND52F24M [REDACTED]



Tampa, FL.



TAMPA FL 335
SAINT PETERSBURG FL
03 FEB 2016 PM 6 L



US Department of Transportation
National Highway Traffic Safety Administration
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Washington, D.C. 20077-9382