

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 19-OCT-2016 MAY 16 2017 Daytime Telephone Number Evening Telephone Number		Repository ☐ Reference No. 10917259	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
MARION		VA					
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				Make		Model	
1G1ND52JXY6				CHEVROLET		MALIBU	
Model Year		Date Purchased		Dealer's Name and Telephone Number		Engine:	
2000						No: Cylinders	
Fuel Type:		Original Owner		Dealer's City		State	
		☐				Zip Code	
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
☐		☐				yes	
Cruise Control		☒				Incident Date(s)	
						12-OCT-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 050000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM						Failure Mileage	
						157323	
						Failure Speed	
						65	
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: many locations Interstate 81 on my street			
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 Codes:		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	
☐ Yes ☒ No		☐ Yes ☒ No				Reported to Police	
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 2000 CHEVROLET MALIBU. WHILE DRIVING 65 MPH, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART IT AFTER SOME TIME. MULTIPLE WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. IN ADDITION, THE CONTACT NOTICED COOLANT LEAKING AND HAD TO CONTINUOUSLY REFILL THE VEHICLE WITH COOLANT. AFTER TURNING OFF THE VEHICLE, THE KEY FAILED TO EJECT AND REMAINED IN THE ACCESSORY POSITION. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 157,323.							
I have talked to Carmen Davis at General Motors, my car is at Bob Huff Chevrolet Dealership (for about a month twice) it's been towed by a wrecker 3 times. The dealership tried to fix it. I picked it up the first time on 3-13-17. It quit on me several times before I got home.							
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.							

CASE # at G.M. CARMEN DAVIS 1-866-796-5600
 It reported it to
 G.M. Should have to fix them problems (that speaks volumes).
 1999 - 2014 models

I pray no one gets killed because of this dangerous problem. Sometimes there's not a safe place to get off the road. One death is one too many.

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

I made it home finally they sent a tow truck after it. They are putting a fuel pump on it now. The interstate was scary. Once I couldn't get off my street without it getting. Always wait 20 minutes, then it starts, don't get very far + it quits again (starts 20 min later). My friend just called me said her brother has a 2000 Malibu. He had an anti theft sensor put on it. It fixed his car. Also her daughters husbands mother has a 2000 Malibu has doing same thing (she also had an anti theft sensor put on her Malibu it also was fixed. I do hope theres a recall on these Malibus. people or internet with Models from 1999-2014 are having this same problem spending thousands + still not getting their cars fixed

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

GREENSBORO
NC 274
27 MAR '17
PM 5 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

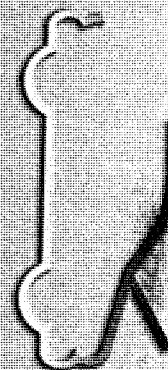
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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**



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



Bob Huff Chevrolet Buic
925 E Main St
Wytheville, VA 24382
276-228-2131
39300981976409

 **GMC**
101 Wytheville, VA 24382
31 • Fx: 276-228-2133
1-606-3318

Sales Hours:
Mon-Fri: 8:00 AM - 6:00 PM
Sat: 8:00 AM - 4:00 PM

Service and Parts Hours:
Mon-Fri: 7:30 AM - 5:30 PM

SALE

MD: 6409 Store: 0001 Term: 0001
MARION, VA Batch #: 269 RRN: 707216000157
03/13/17 12:03:46
AVS: EP MATCH
Trans ID: 587072578264876
APPR CODE: 000157
VISA

HOME PHONE

YOU WILL RECEIVE
COMPLETELY SATIS
TBREWER@HUFFONLI

AMOUNT \$1,287.37

APPROVED

THANK YOU

CUSTOMER COPY

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
JXY62	157792	157812	02/15/17 12:08	03/10/17	
VEHICLE DESCRIPTION			TAG NO.	STATUS	
ROLET MALIBU (MAROON)				COMPLETE	
DATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
					Cash
IE	STOCK NO.		SERV. ADV.		RO COMMENT
			MICHELLE HESTER (286)		

GRADE US
MANAGER OR

SERVICE HOURS: M-F 7:00AM - 6:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

Tech	Hours	Type	Amount
A10		Customer	\$630.00

Concern OUT 2 MINUTES AND THEN DIES HAS TO
WAIT UNTIL ABOUT 20 MINUTES, HAS REPLACED FUEL PUMP,
Cause CAMSENSOR
FOUND CODE P0141 OXYGEN SENSOR HEATER PERF BANK 1 SENSOR 2
Correction POST CAT IAT
REPLACED LOWER INTAKE GASKET LEAK REPLACED LOWER GASKETS
THERMOSTAT WATER PUMP VALVE COVER GASKETS UPPER INTAKE
GASKETS REPLACED COIL WIRES DUE TO BEING TWISTED TOGETHER
USING SOLDER HEAT SHRINK TIED UP ALL WIRING BACK TO FACTORY
LOCATION REPAIRED ALL BROKEN VACUUM LINES USING NEW RUBBER
HOSES REPLACED SPARK PLUGS REROUTED PLUG WIRES EVERYTHING
BACK TO FACTORY OE SPEC AS GOOD AS POSSIBLY

Part Number	Description	Qty.	Unit Price	Ext. Price
10154775	GASKET	2	\$25.46	\$50.92
24506939	GASKET	1	\$7.61	\$7.61
24507563	THERMOSTA	1	\$26.68	\$26.68
12346290	COOLANT	1	\$15.90	\$15.90
19301813	SPARK PLUG	6	\$10.66	\$63.96
89017269	PUMP KIT	1	\$199.98	\$199.98
10189205	SEAL	1	\$12.09	\$12.09
10477565	SEAL	1	\$3.03	\$3.03

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)



www.huffonline.com

925 East Main Street • Wytheville, VA 24382
Ph: 276-228-2131 • Fx: 276-228-2133

GMC

888-606-3318

Sales Hours:

Mon-Fri: 8:00 AM - 6:00 PM

Sat: 8:00 AM - 4:00 PM

Service and Parts Hours:

Mon-Fri: 7:30 AM - 5:30 PM

MARION, VA		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1G1ND52JXY6		157792	157812	02/15/17 12:08	03/10/17	
		VEHICLE DESCRIPTION		TAG NO.		STATUS		
		2000 CHEVROLET MALIBU (MAROON)				COMPLETE		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
							Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				MICHELLE HESTER (286)				

YOU WILL RECEIVE A SURVEY, IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED PLEASE CALL TERRY BREWER SERVICE MANAGER OR TBREWER@HUFFONLINE.COM

SERVICE HOURS: M-F 7:00AM - 6:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A10		Customer	\$630.00
Concern	CUST STATES WILL RUN FOR ABOUT 2 MINUTES AND THEN DIES HAS TO WAIT UNTIL ABOUT 20 MINUTES, HAS REPLACED FUEL PUMP, CAMSENSOR					
Cause	FOUND CODE P0141 OXYGEN SENSOR HEATER PERF BANK 1 SENSOR 2 POST CAT IAT					
Correction	REPLACED LOWER INTAKE GASKET LEAK REPLACED LOWER GASKETS THERMOSTAT WATER PUMP VALVE COVER GASKETS UPPER INTAKE GASKETS REPLACED COIL WIRES DUE TO BEING TWISTED TOGETHER USING SOLDER HEAT SHRINK TIED UP ALL WIRING BACK TO FACTORY LOCATION REPAIRED ALL BROKEN VACUUM LINES USING NEW RUBBER HOSES REPLACED SPARK PLUGS REROUTED PLUG WIRES EVERYTHING BACK TO FACTORY OE SPEC AS GOOD AS POSSIBLY					

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

INVOICE

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CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				MICHELLE HESTER (286)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	Continued					
Part Number		Description	Qty.	Unit Price	Ext. Price	
12586144		GASKET KI	1	\$13.59	\$13.59	
19169127		GASKET KI	1	\$70.95	\$70.95	
19210336		FILTER KIT	1	\$5.50	\$5.50	
88865638		OIL,DEX1,SYN	5	\$5.32	\$26.60	
24504709		SEAL	2	\$1.51	\$3.02	
Parts Total...					\$499.83	
Sublet Code		Vendor Name	PO# / Description			
		COLLINS TOWING	55549		\$100.00	
Sublet Total...					\$100.00	
Line Total...					\$1,229.83	

Totals

	Amount
Parts	\$473.23
Sublets	\$100.00
SalesTax	\$31.79
Labor	\$630.00
MISC	\$25.75
Parts Other	\$26.60
TOTAL CASH	\$1,287.37

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(DATE)