



Vehicle Owner's Questionnaire

1-888-DASH-2-1001

Office of Defects Investigation

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[Click here to fill out the form using SSL \(your information will be encrypted\)](#)

Form Approved: O.M.B. No. 3127-0008

QC'd

Please provide your name, address, and phone number, as well as specific details about your vehicle and the problems you encountered with it. We would like to have a telephone number where you can be reached or where we can leave a message. This is necessary to obtain more detailed information when required for our investigative efforts. You may want to have your owner's manual handy as you proceed through the several screens of the questionnaire. Required information is marked with *

7/10/00

Owner Information

552699

* First Name: [Redacted]

* Last Name: [Redacted]

Organization: [Redacted]

* Address 1: [Redacted]

Address 2: [Redacted]

* City: [Redacted]

State: [Redacted]

Home Phone: [Redacted]

Work Phone: [Redacted]

Fax Number: [Redacted]

Email Address: [Redacted]

The Privacy Act prevents release of owner information without prior authorization.

Do you wish to request a mailed signature form, which will authorize NHTSA to provide a copy of the owner information along with the vehicle information contained in this report to the manufacturer of your vehicle?

Yes

Vehicle Information

17 digit Vehicle Identification Number (VIN): 1G1NE5219X6159612

(Located under windshield on driver's side dashboard)



People Saving People

1-888-DASH-2-DOE

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Office of Defects Investigation

You may want to refer to your owner's manual while completing this section. Required information is marked with *

Vehicle Information

*** Vehicle Make:**

For example: Ford, or

Honda

*** Vehicle Model:**

For example: Taurus, or

Accord

* Vehicle Year: (yyyy)

Current Mileage Reading:

Purchase Date: / (yyyy)

New Used

Engine Size(CID/CC/L):

Antilock Brakes

- Yes
- No

Cruise Control

- Yes
- No

No. Cylinders:

- Fuel Injection
- Turbo
- Diesel
- Gas

Restraint System

- Driverside Airbag
- Passengerside Airbag
- Side Airbag - Driver
- Side Airbag - Passenger

Drivetrain

- Front
- Rear
- 4 Wheel

- 3-Point Belt
- Motor Belt
- 2-point Belt

Body Style

- Station Wagon
- Hatch Back
- 4-Door
- Van
- 2-Door
- Mini Van
- Pickup Truck
- Other

Dealer Information

Name:

Address:

City: State: Zip:

Phone:



[Send mail to the Web Master](#)



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Office of Defects Investigation

In this section, please provide details about the safety defect. Select the closest description of the problem component from the Major Assembly list. If you select "None", any other information you enter in this section of the questionnaire will be discarded.

Failed Component/Part Information

Major Assembly:

Assembly Description:

(If you select "Other Equipment" as the Major Assembly, please provide a description)

Location:

- Left Right NA
 Front Rear NA

Failed Part:

- Original
 Replacement

Number of Failures:

Date of Failure: (mm/dd/yyyy)

Mileage at Failure:

odbus 26,144, 25784, 27,010

Vehicle Speed at Failure:

Manufacturer Contacted?

- Yes
 No

NHTSA Previously Contacted?

- Yes
 No

Applicable Incident Information

Crash: Yes No
 Fire: Yes No

Airbag Deployed?

Driver side: Front	<input type="radio"/> Yes	Side	<input type="radio"/> Yes
	<input type="radio"/> No		<input type="radio"/> No
	<input checked="" type="radio"/> N/A		<input checked="" type="radio"/> N/A

Passenger side: Front	<input type="radio"/> Yes	Side	<input type="radio"/> Yes
	<input type="radio"/> No		<input type="radio"/> No
	<input checked="" type="radio"/> N/A		<input checked="" type="radio"/> N/A

Number of Persons Injured:

Number of Fatalities:

Estimated Property Damage: \$
(Rounded to nearest dollar)

Reported to police? Yes
 No

You may report problems with as many as 6 component parts of a single vehicle in a single questionnaire. Click **Report Another Component** to provide details about another problem component on the same vehicle. When you have finished reporting all the problem components, click **Proceed to Next Section**.



Help



NAVIGATE THE SITE AUTO-SAFETY NEWSLINE

[Send mail to the Web Master](#)



1-888-DASH-2-1001

Vehicle Owner's Questionnaire

Office of Defects Investigation

VOQ Confirmation

Owner Information

FirstName: [REDACTED] **Home Phone:** [REDACTED]
LastName: [REDACTED] **Work Phone:** [REDACTED]
MI: [REDACTED] **Ext:** [REDACTED]
Organization: [REDACTED] **Fax Number:** [REDACTED]
Address 1: [REDACTED] **Email Address:** [REDACTED]
Address 2: [REDACTED]
City: [REDACTED]
State: [REDACTED]
Zip: [REDACTED]

Would you like to receive a mailed signature card authorizing release of your vehicle information to manufacturers? Yes

Vehicle Information

Vehicle Identification Number (VIN): 1G1NB52J9X6159612

Vehicle Make: Chevrolet **Vehicle Model:** Malibu
Vehicle Year: 1999 **Current Odometer Reading:** 26000
Purchase Date: 05/99 **New or Used:** New

Engine Size: [REDACTED] **Antilock Brakes:** Yes
No. Cylinders: 6 **Driveside Airbag:** Yes
Fuel Injection: Yes **Passengerside Airbag:** Yes
Turbo: No **Side Airbag - Driver:** No
Fuel Type: Gas **Side Airbag - Passenger:** No
Drivetrain: Front **3-Point Belt:** No
Cruise Control: Yes **Motor Belt:** No
Body Style: 4-Door **2-point Belt:** No

Dealer Information

Name: Richard Chevrolet
Address: 1405 Highland Ave
City: Cheshire
State: CT
Zip: 06410
Phone: (203) 272-7241

Failed Component/Part Information

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg Contacted	NH Cont
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	Po Re
Other Equipment	Pad and Disk-Front	NA	Front	Original	5	09/28/1999	13657	1	Yes	F
	No	No	NA	NA	NA	NA	0	0	\$0	F
Other Equipment	Pad and Disk Front, Brakes	NA	Front	Replacement	5	12/14/1999	20144	1	Yes	F
	No	No	NA	NA	NA	NA	0	0	\$0	F
Other Equipment	Pad and Disk Front, Brakes	NA	Front	Replacement	5	03/09/2000	25784	1	Yes	F
	No	No	NA	NA	NA	NA	0	0	\$0	F
Other Equipment	Pad and Disk Front, Brakes	NA	Front	Replacement	5	05/01/2000	27010	1	Yes	F
	No	No	NA	NA	NA	NA	0	0	\$0	F

Information on Tire Failure

DOT Number: NA
Manufacturer: NA
Tire Name: NA
Complete Tire Size: NA

Comments: It has been deemed by the Dept. of Consumer Protection that this car is a lemon and a hazard to drive. A bulletin is in effect because manufacturer deems this as being not a hazard, but I have seen many people who reported this problem on this website and who are in danger. Manufacturer needs to take responsibility and issue a recall on these vehicles before someone gets seriously injured. Manufacturer also stated to me that I put an extensive amount of miles on vehicle in a short amount of time and that is [REDACTED] Reason why vehicle failed so they are stating that their vehicles can't handle normal wear & tear!



[Send mail to the Web Master](#)

**STATE OF CONNECTICUT****DEPARTMENT OF CONSUMER PROTECTION****CERTIFIED**C-P244-792-863
M-P244-792-862DATE: June 8, 2000
CONSUMER [REDACTED]
MANUFACTURER: GM Corp
CASE NUMBER: 2000-0063

Dear Consumer and Manufacturer:

Enclosed is the decision of the independent arbitration panel hearing the referenced "lemon law" complaint. Please read the decision carefully as it is binding on both parties. The decision cannot be amended or modified by the panel or this department. Any alternative agreement between you and the manufacturer cannot be enforced by the Department of Consumer Protection.

The decision sets forth a specific time frame for the manufacturer to comply with the terms of the arbitration award. We will be contacting you by certified mail on or after the compliance date to verify that you have received the arbitration award. If you receive the award prior to the compliance date, please contact our office so we can update our records and close your case.

If you are seeking legal remedies other than those specified in the decision, as is your right, it is suggested that you consult with private legal counsel.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Handwritten signature of Debra Hollisen in cursive.

Consumer Information Representative
Automobile Dispute Settlement ProgramPhone: 1-800-538-CARS
860-713-6120
FAX 860-713-7239

AUTOMOBILE DISPUTE SETTLEMENT PROGRAM

In The Matter Of Arbitration Between

AND

CASE NUMBER:

2000-0063

FINDINGS OF FACT:

Pursuant to Connecticut General Statutes, Chapter 743b, we, the undersigned arbitrators, having been duly sworn and having given due consideration to the proofs and allegations of the Parties, decide the following.

The consumer purchased/leased a Gm Chevrolet Malibu LS 4 door from Richard Chevrolet in Shelton, Connecticut.

The vehicle registration is "passenger," "combination," or "motorcycle" as defined in section 14-1 of the Connecticut General Statutes or the equivalent. The consumer took original delivery of this vehicle on 5-29-1999.

John x Jack

1. The consumer first reported the defect pertaining to brakes to the manufacturer, its agent or its authorized dealer on 7-20-99 with 8089 miles on the vehicle.

Subsequent repair attempts for this defect occurred on:

DATE MILES DEFECT

02899 13607 brakes

2149 20194 brakes

The panel finds the consumer had a reasonable number of repair attempts within the eligibility period. This defect continues to exist.

A fourth repair was undertaken on 3-9-2000 at 25,784

2. The vehicle has been out of service by reason of repair for a cumulative total of calendar days during the eligibility period.

3. Two repair attempts during the first 12 months and the defect still exists that is life threatening or likely to cause serious bodily injury.

DATE MILES DEFECT

We find that the vehicle has been subject to a reasonable number of repair attempts for a defect which substantially impairs the use, value or safety of the vehicle for the consumer.

Patricia A. Kaszynski
John Makee

June 7, 2000
6/7/00

NAME

DATE

2000-00003

Charvokat

The majority of the arbitration panel has found that the vehicle is eligible under the lemon law as a result of a total of 5 visits to the dealer with 3 repairs ~~at~~ within 24,000 miles, one non-repair within 24,000 miles and a ^{5th} repair just outside the warranty and the problem still exists. The majority of the panel has found in favor of the consumer. The consumer should pay for lease mileage at .15/mile for those miles beyond ~~15,000~~ 15,000 miles of usage, namely 30,400 current miles, less 4,100 when purchased, less lease allowance of 15,000 miles or 11,300 miles

The decision of the Arbitrators does not replace any other remedies available under the applicable warranties, Connecticut General Statutes Chapter 743b, or the Magnuson-Moss Warranty Federal Trade Commission Improvement Act, 88 Stat. 2183 (1975), 15 U.S.C. 2301 et seq., as in effect on October 1, 1982.

Either party to the dispute may apply to the Superior Court within 30 days of receiving this decision to have the decision vacated, modified, or corrected or within one year to have it confirmed as provided in Sections 42-181, 52-417, 52-418, 52-419, and 52-420 of the Connecticut General Statutes.

John Maher
Patricia A. Kaczmarek
NAME

6/7/00
June 7, 2000
DATE

FOR THE CONSUMER

TOMCZUK-RICHARDET

The consumer shall receive a refund of \$506.85 from the manufacturer.

Payment includes property tax
 337.45 - Jan - June - 2,024.70
 127.15 Auto tint 127.15
 50.00 Filing fee 50.00

2,201.85

2,201.85

minus mileage 1,300x15

1,695.00

\$ 1,695.

\$506.85

FOR THE LEASING COMPANY

The manufacturer shall pay the leasing company the balance necessary to terminate the lease and release the consumer from any further obligation of the lease. The manufacturer shall also pay the leasing company the "purchase option" and therefore ownership shall revert to the manufacturer. The manufacturer shall be responsible for any early termination fees, if applicable.

Other reimbursements. The manufacturer shall reimburse to the leasing company all of the following:

N/A. The Leasing Company
is not a party in
this case.

If the mfg. does not comply in a timely manner
 (before the July payment) the consumer shall make the July
payments and beyond but receive refund
 The manufacturer shall provide the total refund to the consumer and leasing company as their interests appear. The exchange shall occur at Richard Chevrolet within July 15, 2000 days of the manufacturer's receipt of this arbitration decision. Payment of the refund shall be conditional upon the assignment of any right, title, interest of the vehicle by the leasing company and the consumer, to manufacturer. The consumer and leasing company shall surrender the vehicle at the time of receipt of the refund.

Richard Chevrolet

6/7/00

Patricia A. Kaczynski

June 1, 2000



Service Bulletin

File In Section: 05 - Brakes

Bulletin No.: 00-05-23-002

Date: February, 2000



TECHNICAL

Subject: Front Disc Brake Pulsation (Install New Brake Rotors and Pads)

Models: 1997-2000 Chevrolet Malibu
1997-1999 Oldsmobile Cutlass
1999-2000 Oldsmobile Alero
1999-2000 Pontiac Grand Am

Condition

Some customers may comment on a pulsation condition felt in the brake pedal and/or steering wheel during a brake apply. In some cases, it may be noted that the pulsation condition has reoccurred in 5,000-11,000 kilometers (3,000-7,000 miles) after having had the brakes serviced, tires rotated or any type of servicing that required wheel removal.

Cause

Pulsation is the result of brake rotor thickness variation causing the brake caliper piston to move in and out of the brake caliper housing. This hydraulic "pumping/pulsing" effect is transmitted through the brake system and may be felt in the brake pedal. In severe cases, this condition may also transmit through the vehicle structure and other chassis system components such as the steering column or wheel.

Correction

Replace existing front brake rotors and pads with new components indicated below following applicable Service Manual procedures and the service guidelines contained in Corporate Service Bulletin Number 00-05-22-002. To ensure that the vehicle is properly serviced and does not return as a repeat condition, care must be taken to properly:

1. Clean bearing flanges of any corrosion, using Kent Moore tool J-42450-A to access area around the wheel studs.

2. Tighten

Tighten the wheel nuts to 140 N-m (100 lb ft), utilizing a torque limiting socket or torque wrench following the three step method below:

- Hand tighten all 5 wheel nuts using the star pattern.
- Tighten all 5 wheel nuts to approximately 1/2 specification using the star pattern.
- Tighten all 5 wheel nuts to specification using the star pattern.

Parts Information

Part Number	Description
18080442	Front Brake Rotor
18044437	Front Brake Pad Kit

Parts are currently available from GMSPC.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
M0042	Pads, Front Disc Brake - Replace	Use published labor operation time

This bulletin was intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform them regardless of occasion and may occur on other vehicles, or to provide information that could result in the proper service of a vehicle. Properly trained technicians have the equipment, tools, parts, instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will give that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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For a FREE DOMAIN NAME SEARCH, please fill out the Internet Address you would like us to check the availability of below. Your Internet address cannot exceed sixty seven (67) characters (excluding www. & com) Hyphens may be used, but no other special characters are allowed and there should be no spaces between letters. Fax this form back to 1-800-722-8554 or call us for more information at 1-800-939-4625.

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2. www. _____ .com

Your Company Name _____

Your Name _____ Position _____

Phone Number _____ Fax Number _____

Address _____

City _____ State _____ Zip _____

E-mail Address: _____

Best time to call with the results of your search: _____

If you do not wish to receive our faxes, please call toll free 1-(800) 992-5329 and enter your fax number The fax number will be automatically removed from our system

* * * COMMUNICATION RESULT REPORT (JUN.19.2000 8.11AM) * * *

TTI NHTSA/OFC DEFECTS INV

FILE MODE	OPTION	ADDRESS (GROUP)	RESULT	PAGE
077 MEMORY TX		96103054	OK	P. 6/6

REASON FOR ERROR

E-1) HANG UP OR LINE FAIL
E-3) NO ANSWER

E-2) BUSY
E-4) NO FACSIMILE CONNECTION

roy
4935124

roy

NHTSA

ODI Information System

Report : **DEFECT RECALL CAMPAIGNS**

Filename :

Run by : **1**

Report Date : **15-JUN-00 07:40**



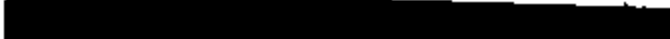
Computer Associates International, Inc.
Hartfield Executive Park
One Hartfield Boulevard
East Windsor, CT 06088
1-860-627-8932
Fax: 1-860-654-1528 or 1-860-627-0583

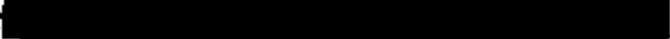
FAX COVER SHEET

TO NTISA DATE: 6/19/00

COMPANY: _____ DEPT: _____

FAX NUMBER: 202-366-7882

FROM: 

PHONE: 

OUR FAX NUMBER IS: _____

NUMBER OF PAGES TO FOLLOW 21

COMMENTS: I have enclosed the form to process an investigation. I have also included a copy of my paperwork/wuling from CT State Dept of Consumer Protection and the technical bulletin provided by Chevrolet's attorney.

Thankyou-