



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

Date Received

**POSTED**

00 SEP 25 AM 9:57

Off or

On

up

tr

Reference No.

OFFICE DEFECTS INVESTIGATION

**555088**

**COPIED**

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

[Redacted Signature]

Date

1/1

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)				Make	Model	Year
1G1ND52T6W6207683				CHEVROLET	MALIBU	1998
Purchased Date	Dealer's Name			Engine Size (CID/CCL)	<input type="checkbox"/> Turbo	
6/6/98	MODERN CHEVROLET				<input type="checkbox"/> Diesel	
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City		State	Zip Code	<input type="checkbox"/> Gas	
<input type="checkbox"/> New <input type="checkbox"/> Used	WINSTON-SALEM		NC	27101	<input type="checkbox"/> Fuel Injection	
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System		Cruise Control	Drivetrain	Vehicle Type
	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
						Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	Handled Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
FIRESTONE	FIRESTONE AFFINITY	P215/60R15 93T
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s)	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Vehicle Speed at Failure(s)	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Tires were very noisy on road + at bumping noise. Went to dealer & wanted to replace 4 tires & get alignment. They would not give me any warranty ~~for~~ on tires. I didn't have the nos of rotation of tires as stated so I didn't qualify. I went to another tire place in town & they told me they had some trouble with their Malibus. I purchased 4 new tires (Hawker) because I pick up my grandchild every day from school & couldn't take any chances. Also got car aligned.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 44 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

The noise is gone - I was told at tires dealer that if the noise didn't bother me I could use the old tires but I couldn't take that chance.

I feel there is some kind of defect in these tires because I never had this happen before because of lack of rotation & bits be honest - very few people rotate tires and stated in books.

I feel lucky because I had no accidents but I think a look should be taken at these tires.

I feel there is a problem with them.

Enclosed are copies of receipts - Only 23,000 miles on car at time of check up

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQO)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

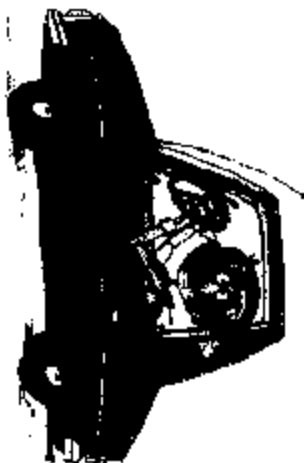
DASH 2 DOT

and dial toll free at

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1-888-327-4236

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Lighting, in connection with the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual time in any given instance.

X

A storage charge will be added on cars left over 10 days.

TERMS: CASH OR ACCEPTABLE CREDIT CARD

CUSTOMER NO. 110344	ADVISOR CALVIN C MAUK JR 2962	CARD NO. 693	INVOICE DATE 08/30/00	INVOICE NO. CVCS164840
	LABOR RATE	LICENSE NO.	MILEAGE 23583	COLOR SILVERMIST/
	YEAR / MAKE / MODEL 98/CHEVROLET/MALIBU/1ND69	DELIVERY DATE 06/06/98	STOCK NO. 20426	DELIVERY MILES 158
	VEHICLE ID 1 1 0 2 6 6 0 6 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/30/00	

LABOR & PARTS  
 J# 1 05CVZ FRONT SUSP GENERAL HOURS: TECH(S):2557 0.00  
 CHECK THUMPING NOISE COMING FROM FRONT AREA  
 NOISE COMING FROM TIRES  
 NEEDS TIRES AND ALIGNMENT  
 JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$30.00 (+TAX)

TOTALS  
 CASH  CHECK  CREDIT CARD  CHARGE  CHG CUST#  ]  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

**MODERN**  
**CHEVROLET** 

**The CHEVY SERVICE LEADER**

# BRIDGESTONE Firestone

BERTHO TIRE and AUTOMOTIVE, Inc.



731 EAST MOUNTAIN STREET  
KERNERSVILLE, N.C. 27284  
PHONE 996-2033 - 996-2175

CALL WHEN READY

CASH  CHARGE P.O. # \_\_\_\_\_

DATE 9-7 1982

NAME

TELEPHONE

ADDRESS

CITY

ZIP

MAKE Volvo

COLOR Blue YEAR 98

LICENSE NO. KTK 7938

QUAN	SIZE	DESCRIPTION	PER UNIT	TOTAL
4	215-60-15	R.S. Cooper Tires 7/8	65.00	260.00
<p>NOTE: <u>Sliding wheel nut street</u> <u>Advised Cost</u></p>				

TIRE LABOR		MECH. LABOR	
BALANCE		ALIGNMENT	
ROTATION		ALIGNMENT F & R	
TIRE REPAIR		A/C REPAIR	
SERVICE CALL		BRAKES	
N.C. INSPECTION		POTOR TURN	
OTHER		DRUM TURN	
		EXHAUST	
		TUNE UP	
TOTAL		OTHER	
		TOTAL	

TOTAL MAT	15.60
N.C. SALES TAX	5.20
STATE DISPOSAL TAX	
TOTAL LABOR CHARGES	45.00
TOTAL CASH PRICE	325.80
LESS DOWN PAYMENT	
UNPAID CASH BALANCE	

SPECIAL INSTRUCTIONS: MILEAGE: 23776

FREE ROTATION EVERY 5000 MILES

COLD AIR PRESSURE:

WORK PERFORMED BY:

BY MY SIGNATURE I DECLARE THE ABOVE ITEMS AND SERVICES WERE RECEIVED AND I AGREE TO PAY THE TOTAL AMOUNT DUE AS AGREED BY THE TOP OF THE MONTH FOLLOWING THE MONTH OF PURCHASE.  
FINANCE CHARGE OF 1 1/2% PER MONTH OR 18% ANNUALLY WILL BE ADDED TO ANY BALANCE 30 OR MORE DAYS PAST DUE.

X

SIGNATURE OF BUYER

WORK ORDER 20990