



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

15-APR-2002

Ord. or
rt. dt
od. rt
ip. ltr

Reference No.

760726

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1NE52M9X6185752	CHEVROLET	MALIBU	1999	

Purchase Date 01-OCT-2099	Dealer's Name _____	Engine Size (CID/CC/L) 3.1 LI	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <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 type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	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
No of Failure 5	Date(s) of Failure(s) 15-DEC-2099	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 2300		
	Vehicle Speed at Failure(s) 45		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

MY MALIBU'S ROTORS HAVE REQUIRED REPLACEMENT 5 TIMES IN LESS THAN 40,000 MILES. I HAVE A WORD DOCUMENT OUTLINING THE ENTIRE HISTORY OF MY MALIBU'S ROTOR PROBLEMS THAT I WOULD LIKE TO SHARE WITH YOU. THIS DOCUMENT ALSO ILLUSTRATES JUST HOW WIDESPREAD OF A PROBLEM THIS ISSUE IS. PLEASE LET ME KNOW HOW I CAN SEND YOU THAT WORD DOCUMENT. IT IS MORE THAN 2,000 CHARACTERISTIC, SO IT WON'T FIT HERE. HOWEVER, IT CONTAINS INFORMATION VITAL TO THE MALIBU AND CHEVROLET'S RELUCTANCE TO ACKNOWLEDGE THESE ROTOR PROBLEMS INHERENT WITH ITS MALIBU MODEL. I CAN BE REACHED AT 407-341-4314 ON MY CELL PHONE, 407-695-0549 AT HOME, OR 407-661-9540 AT WORK. THANK YOU.*AK

CONTINUE ON REVERSE

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.

See ODI #
760726

"NAR"

RECEIVED

Supporting Documentation
for claim recently submitted
by Carolyn D. Wood to
the NHTSA

FR
5/15/02

Mr. Walter Johnson
Regulatory Specialist III
Division of Consumer Services
407 S. Calhoun Street
Tallahassee, FL 32399-0800

OFFICE
DEFECTS INVESTIGATION

DATE: April 18, 2002

RE: 0202-23398/WJ Chevrolet Malibu Rotors and Roger Holler Chevrolet
VIN #1G1NE52M9X6185752, G.M. File No. C04435915

Dear Mr. Johnson:

Today I received your transmittal letter and the letter of response from Holler Chevrolet regarding my complaint referenced above. I must say that I am eagerly responding to Mr. Jeff La Berge's letter because there are so many items to correct and comment on in his very unsophisticated and erroneous letter. In order to address each item, I have re-typed Jeff's letter word for word so I may respond in detail. I understand that you may not be able to provide additional services regarding my complaint, but Jeff's letter demands a response from me as well as further action on my part to defend myself as a consumer against companies taking advantage of unsuspecting individuals.

Jeff: *I am in receipt of your letter dated March 24, 2002, reference # 0202-23398/WJ in regards to Carolyn Diane Wood.*

At Holler Chevrolet we take customer satisfaction very seriously, it is with great concern that we reply to Ms. Woods complaint that she has received unfair and deceptive business practices here at Holler Chevrolet.

First and foremost the question of repairs that Ms. Wood had done to her 1999 Chevrolet Malibu. Holler Chevrolet wants to assure both to the STATE and Ms. Woods that all repairs made to her vehicle were first done with her safety in mind and then the most advanced technology available to us.

I don't believe this claim and never will.

Jeff: *Ms. Woods made comment in her letter that Holler Chevrolet and General Motors intentionally deceived her by not making her aware that there was a bulletin published by G.M that addressed her condition of complaint with her vehicle.*

Actually, I didn't know there was an official bulletin (and I never referred to one) about the Malibu's rotor problems, but thank you, Jeff, for bringing that to light. I did know that several Chevrolet employees admitted prior knowledge of the Malibu rotor problems and not one of them volunteered this information to me willingly. I consider omission of information just as much of a crime as commission of a lie.

Jeff: *First, we need to clarify that a bulletin is not the same as a national safety recall, I believe there might be some confusion in this area. Bulletins when published are designed with the intend that the person performing the repair is a trained professional and not a do it yourselfer, as stated in all bulletins published by G.M.*

No confusion here, Jeff. As stated before, I was not previously aware of any official bulletins. That information aside, I have never had a "do it yourselfer" work on my Malibu. **My rotors and all other repairs have ALL been done at Holler Chevrolet** with the exception of oil changes. So, in four separate attempts, Jeff's "professionals" could not resolve these rotor issues even though they had official training and access to the G.M. bulletins. I don't know what point Jeff is trying to make here, but it is obvious that he has some misconceptions about my car's repair history. If Jeff thought a "do it yourselfer" had worked on my car, then I guess he drew that conclusion by reviewing the work his "professionals" performed on my car.

Jeff: When G.M. writes or publishes a bulletin it is because they have seen some isolated cases and engineering has come up with a best repair procedure that helps a technician repair a vehicle properly

Are you sure you want to make this claim publicly, Jeff? I have data that proves this Malibu rotor problem is in no way "isolated." Also, what repair procedures has engineering come up with for this defect? No one has been able to provide me with adequate, reliable rotors for my car for as long as I've owned it. I sincerely would like to know exactly what procedures you are referring to here. And, how does a technician repair this problem properly? If the problem reoccurs time after time, was it really considered a "proper" repair? My car has needed new rotors five times in less than 40,000 miles. By any automotive standards, I'm sure that this repair rate is completely unacceptable, and if consumers knew the truth about these Malibus, ***no one would ever buy one.***

In my cursory investigation of this problem, I have noted many complaints and/or bad reviews about the Malibu's brake system on the following web sites:

www.consumerreports.com. Consumer Reports calls the Malibu a "Used Car to Avoid" and rates the Malibu's brakes for models in 1997-2000 as "Poor."

www.carpoin1.msn.com. MSN has collected MANY complaints about the Malibu's brake system repair requirements. If I only looked at this one web site, I would not consider this to be an "isolated" problem. Chevrolet needs to take its head out of the sand.

www.carreview.com. Again, many consumers report being completely disgusted with the very frequent brake repairs necessary to maintain their Malibus in safe working order, and refer to the Malibu as a "nightmare."

www.thecarplace.com. This car review web site had this to say in a review of a 2000 Malibu: "Braking is not strong, however, and excessive brake pad wear has been a problem with earlier Malibus." If Chevrolet had noticed "isolated" problems, do you think there would be so many people making complaints about this car on the Internet? I think it's a little more of a problem than "isolated." Also, I talk to Malibu owners as I see them out in public, and they have all had problems similar to mine.

Jeff: Unlike a safety recall where all customers with affected vehicle must be contacted and alerted with condition of there vehicle. Bulletins are repair techniques that are normally discussed in a dealership

environment, if a customer would like to see all bulletins that pertain to there particular vehicle for a fee they can receive this information directly from G.M.

The bulletin is not the issue here although Jeff certainly tries to make it the focal point of his response. **The issue is an inherent Malibu rotor problem, and therefore a safety issue, and the lack of an acceptable solution provided by Chevrolet.**

Jeff: Holler Chevrolet did not intentionally deceive Ms. Woods unlike she states in her letter. We also would like to state for the record that we contacted G.M last week and talked to Ron Bartow he stated that a letter was mailed out the same date that she sent her letter of complaint to the STATE. G.M. had as goodwill given an extra 12 months or 12000 miles warranty on any rotor related concerns.

Did you unintentionally deceive me? From my point of view, if it looks like a rat and smells like a rat, I call it a rat, intentional or otherwise. And, I believe that evidence of Holler's misleading business practices would stand up in court if necessary. Also, I was **never** told that I was given an extended warranty of any kind. Mr. Bartow's letter states: **"we are providing you with one complimentary Brake Rotor Service for your General Motors vehicle."** That is the extent of the explanation of services that was provided in Mr. Bartow's letter. Curiously, his letter was dated February 19, 2002, yet it wasn't postmarked until February 27, 2002. Gee, mail sure is slow getting out the door at G.M.! For everyone's information, my rotors were replaced by Holler on February 7, 2002, and they are already warped once again and today's date is April 18, 2002. At that rate, "one complimentary Brake Rotor Service" would only relieve me of my warped rotors for about 3 months. That is much different than the "extra 12 months or 12000 miles" Jeff claims that I was given. (Mr. Bartow's letter is attached for your review.)

Jeff: We at Holler Chevrolet understand the impotence of customer satisfaction but we cannot absorb a loss of taking the vehicle back, but we would be happy to work the best deal possible and try and trade Ms. Woods out of her car.

I totally agree with the first part of your sentence! Your customer service is **IMPOTENT** just like you said in your letter, Jeff. Although I'm sure that's not the word you intended to use, you hit the target with that one! And, when you say you cannot absorb the loss, you are insulting my intelligence. **With all the money Chevrolet is making repairing rotors so frequently on Malibus**, I'm sure Chevrolet has plenty of money to end my lease and absorb that small cost. As far as working out a deal with Jeff to "trade" me out of my car, that will never happen. I will never buy another Chevrolet, nor will I be making any "deals" with Holler on their terms. Also, I will tell everyone I come in contact with not to do business with Holler and not to buy a Chevrolet car.

In conclusion and for the "record," I stand behind every word written in my complaint to the State of Florida's Division of Consumer Services. I will also continue to defend my consumer rights by contacting any regulatory or news agencies that may like to investigate this issue. I have already contacted the U.S. Department of Transportation, National Highway Traffic Safety Administration, Office of Defects Investigation. They may be contacting you soon. I may also contact local television news "problem solver" departments, the *Orlando Sentinel*, MSNBC's Dateline

Consumer Alert division, ABC's 20/20, and other similar news agencies. I believe the more consumers know about this problem, the stronger the public's ability will be to defend itself against businesses hiding the truth and refusing to make restitution for their faulty products.

Please contact me if there are any further comments. Thank you for your attention to this matter.



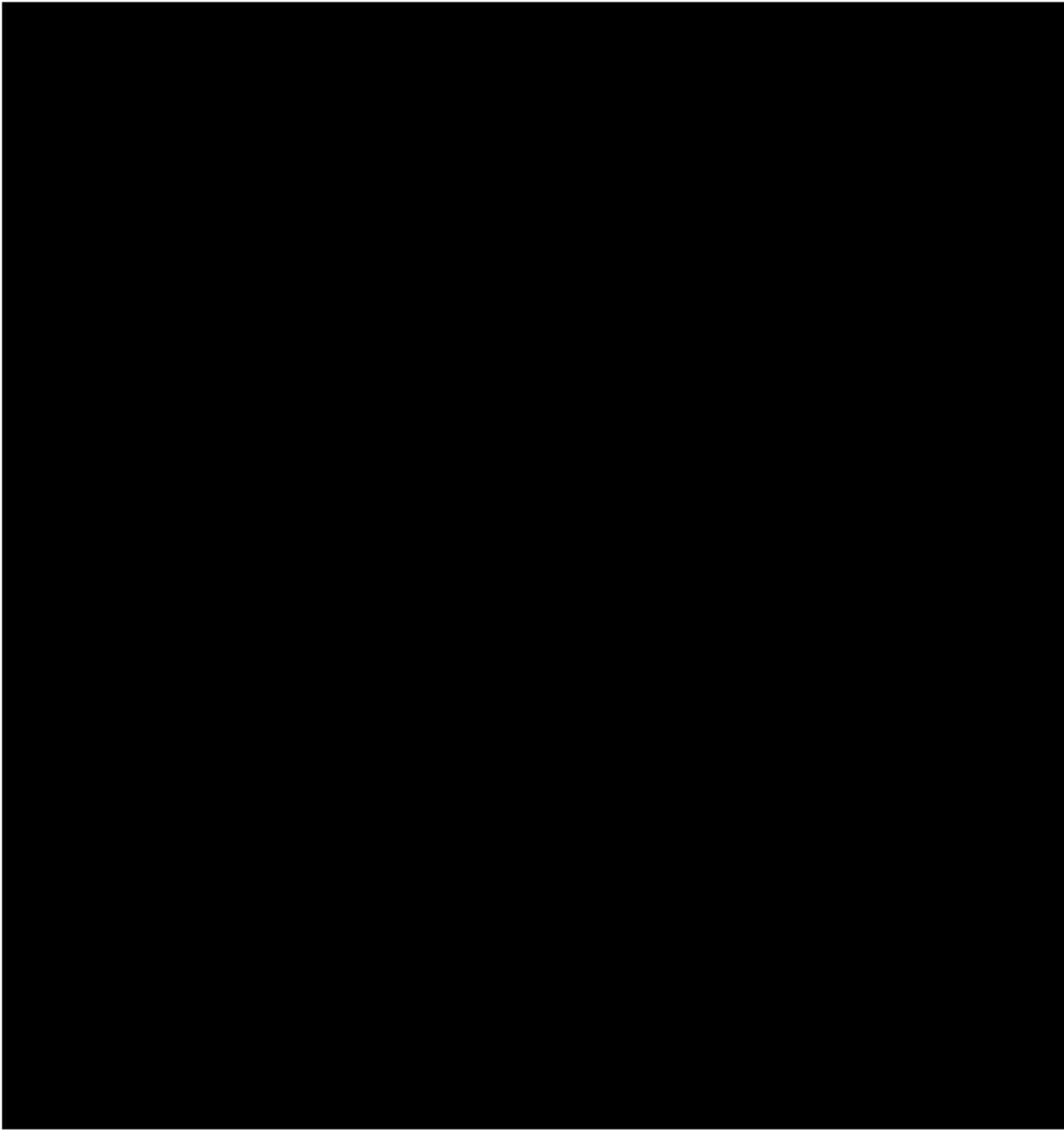
Carolyn Wood

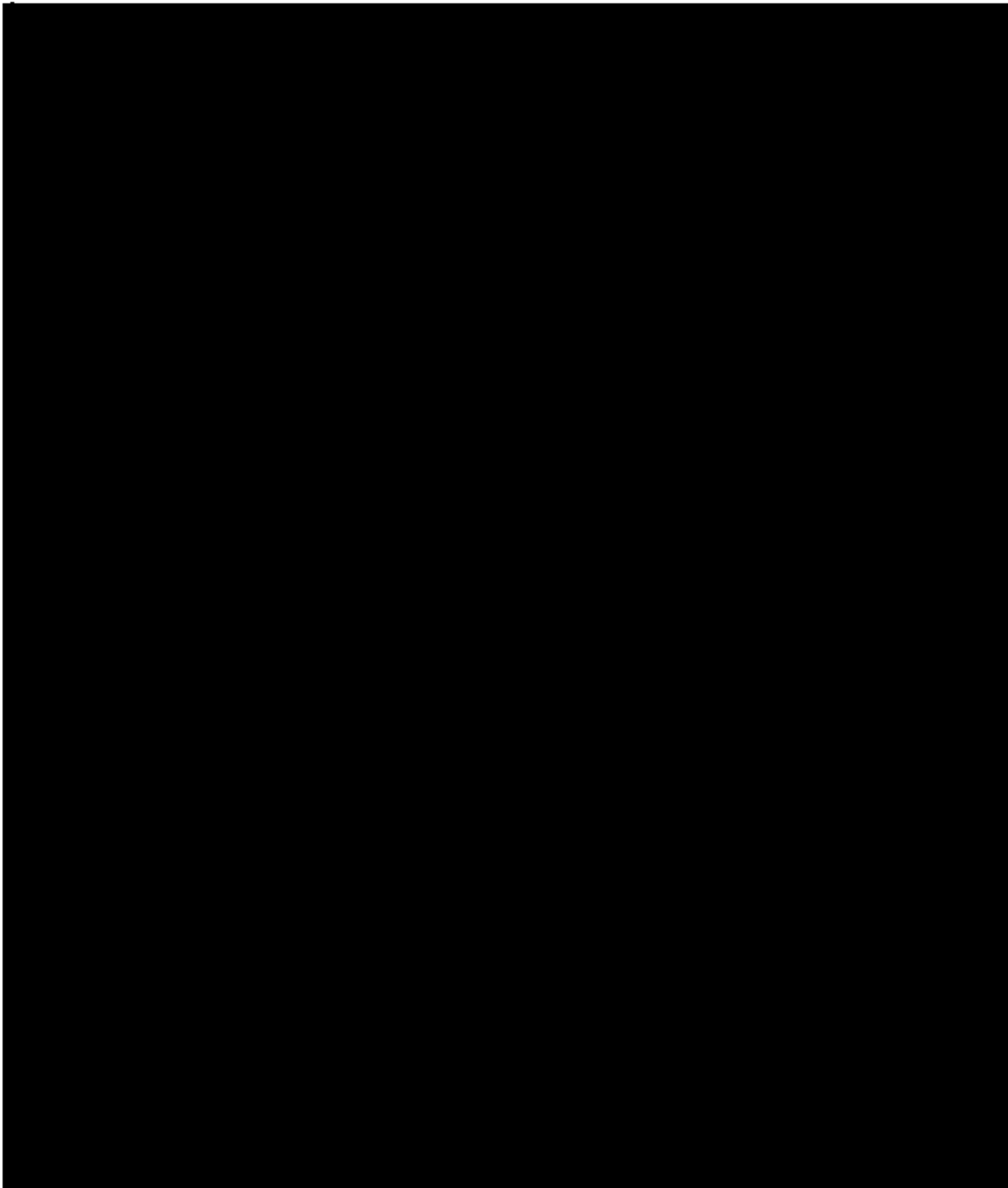
Enclosures

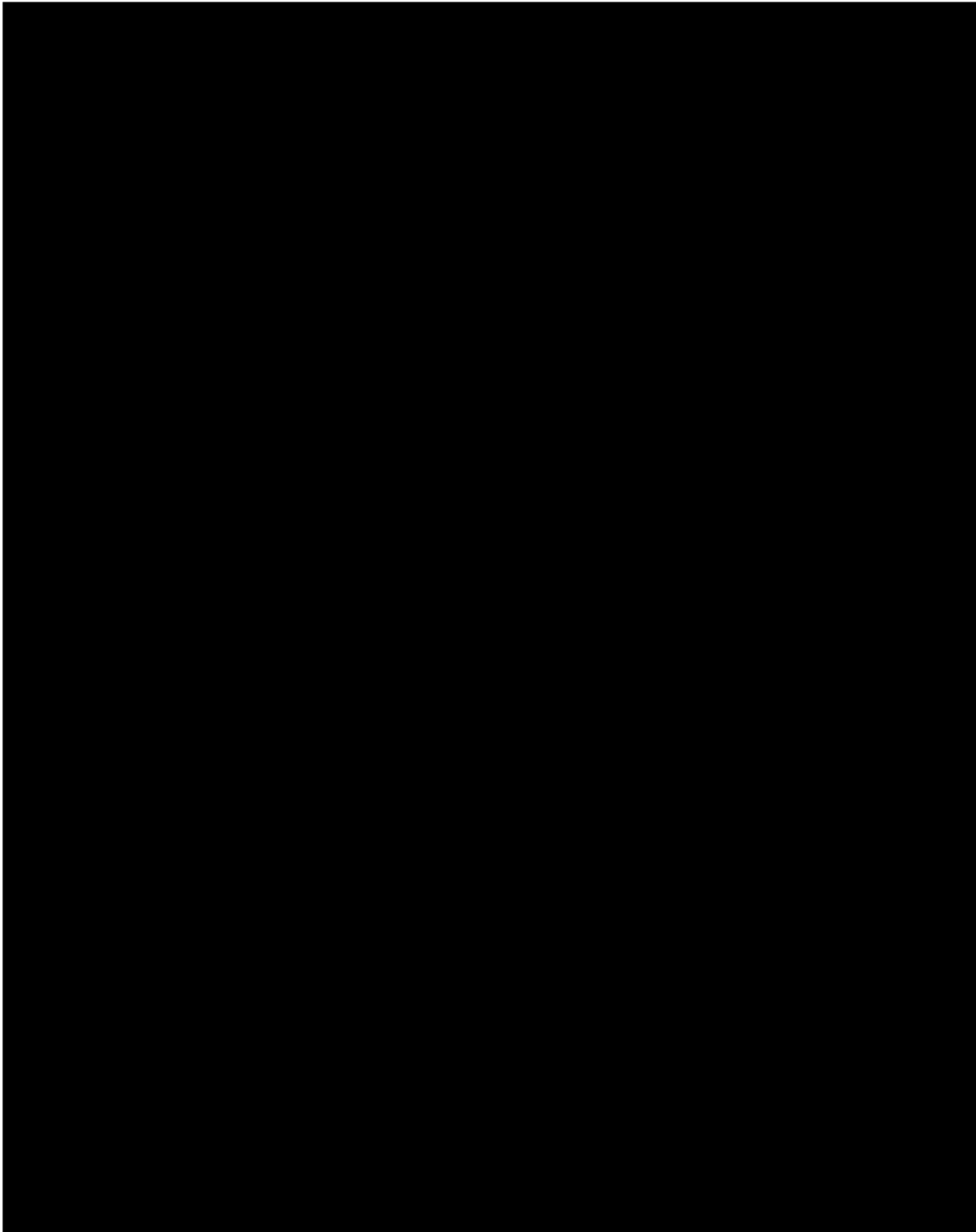
- c: Jeff La Berge, Holler Chevrolet
- Tom Maier, General Manager, Holler Chevrolet
- Chevrolet Customer Assistance Center
- ✓ ~~National Highway Traffic Safety Administration, Office of Defects Investigation~~

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

(Page 1 through Page 12)









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