

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

31-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

862756

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1NE52M5WY113157	CHEVROLET	MALIBU	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> 2-Point Belt			<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 00000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

UPON MAKING A STOP CONSUMER NOTICED PULSATION IN THE BRAKE PEDAL WHICH MADE IT DIFFICULT TO STOP. ALSO, EXCESSIVE WEAR OF FORNT BRAKE ROTORS.CONSUMER HAS CONTACTED DEALER.. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 231 Date Received <input type="checkbox"/> <input checked="" type="checkbox"/> 20 JUN 26 PM 2:51 31-MAY-2000 OFFICE DEFECTS INVESTIGATION	
	OWNER INFORMATION (Type or Print) [Redacted] 611544		Reference No. 862756 Work No. [Redacted] Home No. [Redacted]

Do you authorize NHTSA to provide copies of reports to the manufacturer of your vehicle? YES NO
 In the absence of an authorized representative, please provide name and address to the vehicle manufacturer.
 Signature of Owner [Redacted] Date 6/20/00

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1G1NE52M5WY113157	Vehicle Make CHEVROLET	Vehicle Model MALIBU LS	Vehicle Year 1998	Current Odometer Reading 34,393
Purchase Date 4-5-97	Dealer's Name LEE CHEVROLET (NOW SCHALLER CHEVY/OLDS/CADILLAC)		Engine Size (CID/CC) 3.1	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City NEW BRIDGEN State CT Zip Code 06051	No Cylinders 6		

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" 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 checked="" 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 checked="" type="checkbox"/> 4-Door <input 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 checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 7	Date(s) of Failure(s) 6/11/98, 10/13/98, 10/28/98, 8/1/99, 10/1/99, 1/5/00, 1/24/00 Mileage at Failure(s) 21493, 13600, 14410, 22147, 25198, 28234, 32135 Vehicle Speed at Failure(s) VARIABLE, HAPPENS AT LOW OR HIGH SPEEDS - USUALLY (NOTES) WHEN VEHICLE IS WARM	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

UPON MAKING A STOP CONSUMER NOTICED PULSATION IN THE BRAKE PEDAL WHICH MADE IT DIFFICULT TO STOP. ALSO, EXCESSIVE WEAR OF FORNT BRAKE ROTORS.CONSUMER HAS CONTACTED DEALER.. PLEASE PROVIDE FURTHER INFORMATION. *AK

*** COPIES OF REPAIR BILLS & CORRESPONDENCE TO CITEN IS ATTACHED ***

CONTINUE ON BACK IF NEEDED

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 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.

SCHALLER CHEVROLET-OLDSMOBILE-CADILLAC • 1141 STANLEY ST. - NEW BRITAIN, CT 06051

CUSTOMER NO. 56167	ADVISOR MICHAEL GRIFFIN	CARD NO. 55182	099	INVOICE DATE 04/25/00	INVOICE NO. 005820434
	LABOR RATE 68.00	LICENSE NO. 515LBT	MILEAGE IN 32125	COLOR 7	STOCK NO.
	YEAR/MAKE/MODEL 98/CHEVROLET/MALIBU			DELIVERY DATE 07/05/97	DELIVERY MILE
	VEHICLE ID NO. 1G1NFED2PWY113157			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.D. DATE 04/24/00	
					MILEAGE OUT

LABOR & PARTS
 JOB # 1 250V2 SUSPENSION UNITS: 0.90 TECH(S):55174
 CK FOR NOISES IN REAR SUSPENSION SOUND SLOW OVER BUMPS
 RR REAR SWAY BAR AND LOWER BUSHINGS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS
					JOB # 1 TOTAL PARTS
					JOB # 1 TOTAL LABOR & PARTS

JOB # 2 250V310 SUSPENSION DIAGNOSIS UNITS: 1.00 TECH(S):55175
 CK INTERMITTENT CLUNK WHEN TURNING, IT HAS TO BE RAINING TO
 HEAR THE NOISE
 WE REPLACED BOTH FRONT LOWER CONTROL ARMS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS
JOB # 2	1	22606709	ARM 6.149		
JOB # 2	1	22606710	ARM 6.158		
					JOB # 2 TOTAL PARTS
					JOB # 2 TOTAL LABOR & PARTS

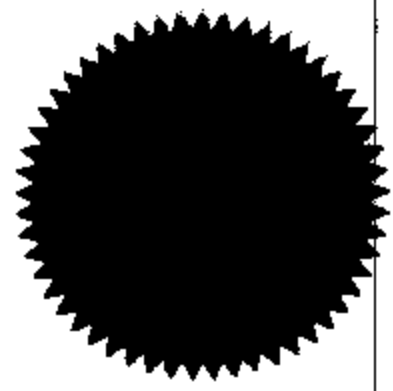
JOB # 3 040VZ10 BRAKE DIAGNOSIS UNITS: 0.90 TECH(S):55178
 CUST STATES CK FOR BRAKE PULGATION
 WE INSTALLED NEW FRONT BRAKE ROTORS AND PADS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS
JOB # 3	1	18024303	PAD KIT 5.017		
JOB # 3	2	18060442	ROTOR 5.809		
					JOB # 3 TOTAL PARTS
					JOB # 3 TOTAL LABOR & PARTS

TOTALS:	THE EMPLOYEES OF SCHALLER AUTO WORLD THANK YOU FOR YOUR BUSINESS! WE WANT YOU COMPLETELY SATISFIED				TOTAL LABOR....	0.00
	METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD				TOTAL PARTS....	0.00
	<input type="checkbox"/> ATM <input type="checkbox"/> MASTER CARD				TOTAL SUBLET...	0.00
	<input type="checkbox"/> VISA				TOTAL G.D.G....	0.00
	<input type="checkbox"/> AMEX				TOTAL MISC CHG.	0.00
	<input type="checkbox"/> DISCOVER				TOTAL MISC DISC	0.00
	CASHIER INITIALS:				TOTAL TAX.....	0.00
					TOTAL INVOICE \$	0.00

(*) ASTERISK DENOTES LIFETIME SERVICE GUARANTEE PARTS.

CUSTOMER SIGNATURE



CUSTOMER NO. 58187

CUSTOMER NO. 58187	ACTIVITY MICHAEL GRIFFIN	55183	CARD NO. 197	INVOICE DATE 01/05/00	INVOICE NO. CCL5168950
[REDACTED]	LABOR RATE 85.00	LICENSE NO. S15LBT	MILEAGE IN 28235	COLOR 7	STOCK NO.
	YEAR/MAKE/MODEL 98/CHEVROLET/MALIBU			DELIVERY DATE 09/05/97	DELIVERY MILES
	VEHICLE ID. NO. 1GJHE5M0WY113157			SELLING DEALER NO.	PRODUCTION DATE
	P.T.C. NO.		P.O. NO.	RO DATE 01/05/00	
					MILEAGE OUT

LABOR & PARTS
 J# 1 01C7725 L&F UNITS: 0.30 TECH(S):55175
 LUBE OIL AND OIL FILTER.. CHECK AND TOP OFF ALL FLUID LEVELS
 CHECK BELTS AND HOSES.. RESET OIL LIFE INDICATOR
 ROUTINE MAINTENANCE
 PERFORMED L&F PER VEHICLE SPECIFICATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25171377	FILTER 1.836	4.95	4.95
JOB # 1	5	OIL	OIL	0.90	4.50
				JOB # 1 TOTAL PARTS	8.95
				JOB # 1 TOTAL LABOR & PARTS	17.95

J# 2 04CV210 BRAKE DIAGNOSIS UNITS: 1.00 TECH(S):55175
 CUST STATES CHECK FOR A BRAKE PULSATION (SQPP'S)
 WE INSTALLED NEW FRONT HUB/BEARING ASSEMBLIES
 OR 3L E2327 1.0 WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	2	7470018	HUB KIT 6.307		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 25CV2 SUSPENSION UNITS: TECH(S):55175
 CUST STATES HE HEARS A THUMP NOISE FROM REAR END WHEN TURNIN
 RIGHT ON DAMP DAYS ONLY
 NO PROBLEMS FOUND AND UNABLE TO DUPLICATE AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 18CV210 HEAT/COOL DIAGNOSE. UNITS: TECH(S):55175
 CUST STATES BLOWER FAN MAKES A DIFFERENT NOISE ON SPEED
 SETTING 2
 UNABLE TO DUPLICATE ANY ABNORMAL NOISES WE COMPARED TO
 ANOTHER 98 MALIBU

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5 60CV210 BODY DIAGNOSIS UNITS: 0.40 TECH(S):55175
 CUST STATES FRONT SEAT CENTER ARM REST IS LOOSE
 RSR CENTER ARM REST COMPARTMENT AND TIGHTENED LOOSE PIVOT
 HINGE ASSEMBLY ON 2W C6758 0.4 WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6 04L02 BRAKES REPAIR UNITS: TECH(S):55175
 CUST STATES HE HEARS A CLICK NOISE WHEN IN A WHEEL WHEN PERS
 SIND DOWN BRAKE PEDAL
 UNABLE TO DUPLICATE ANY ABNORMAL NOISES WE COMPARED TO
 ANOTHER 95 MALIBU

CUSTOMER NO. 55167	ADVISOR MICHAEL GRIFFIN	55167	CARD NO. 497	INVOICE DATE 01/05/00	INVOICE NO. C7CS16950
LABOR RATE 55.00		LICENSE NO. 515LBT	VEHICLE NO. 28236	COLOR 7	STOCK NO.
YEAR/MAKE/MODEL 98/CHEVROLET/MALIBU		DELIVERY DATE 09/05/97		DELIVERY MILE	
VEHICLE ID. NO. (6) H 0 5 2 M 5 W 1 1 3 1 5		SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.		P.O. NO.		R.O. DATE 01/05/00	
					MILEAGE OUT

PARTS-----QTY-----PP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 6 TOTAL PARTS 9.95
 JOB # 6 TOTAL LABOR & PARTS 14.00

J# 7 25CV210 SUSPENSION DIAGNOSE UNITS: 1.00 TECH(S):55175
 CUST STATES CHECK FOR A CREEK WHEN DRIVING OVER DIPS IN ROAD
 WE INSTALLED NEW FRONT LOWER A-FRAMES
 RF 4X E3587 1.00

PARTS-----QTY-----PP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 7 1 22606709 ARM 6.168
 JOB # 7 1 22606710 ARM 6.168
 JOB # 7 TOTAL PARTS 12.34
 JOB # 7 TOTAL LABOR & PARTS 14.00

SUBLET-----PO#-----VEND IN#-----INV. DATE-----DESCRIPTION-----
 JOB # 2 101072 159822 01/05/00 RENTAL CAR
 TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A OHW GM SHOP SUPPLIES/HAZ.WASTE
 TOTAL - MISC 2.00

TOTALS-----
 THE EMPLOYEES OF SCHALLER AUTO WORLD
 THANK YOU FOR YOUR BUSINESS!
 WE WANT YOU COMPLETELY SATISFIED
 METHOD OF PAYMENT: CASH CHECK CREDIT CARD
 ATM MASTER CARD
 VISA AMEX
 DISCOVER
 CASHIER INITIALS: _____
 TOTAL LABOR..... 9.00
 TOTAL PARTS..... 8.95
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G..... 0.00
 TOTAL MISC CHG. 2.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 1.08
 TOTAL INVOICE \$ 21.03

(*) [REDACTED] SERVICE GUARANTEE PARTS.
 [REDACTED]
 CUSTOMER SIGNATURE

MAINT
 JAN 5 2000
 55.00
 MC

CUSTOMER NO.
58167

ALVINCH
MICHAEL GRIFFIN

55182 852

ISSUE DATE
10/06/99

ISSUE NO.
CVCS175738

LABOR RATE
65.00

LICENSE NO.
519LBT

MILEAGE IN
25198

COLOR
7

STOCK NO

YEAR/MAKE/MODEL
98/CHEVROLET/MALIBU

DELIVERY DATE
09/05/97

DELIVERY MILE

VEHICLE ID NO.
1D1NE52N3UY113157

SELLING DEALER NO

PRODUCTION DATE

R.T.E. NO.

P.O. NO.

R.O. DATE
10/06/99

MILEAGE OUT

LABOR & PARTS

J# 1 011VZ25 LOP UNITS: 0.00 TECH(S):55175
LUBE OIL AND OIL FILTER.. CHECK AND TOP OFF ALL FLUID LEVELS
CHECK BELTS AND HOSES.. RESET OIL LIFE INDICATOR
ROUTINE MAINTENANCE
PERFORMED LOP PER VEHICLE SPECIFICATION

2.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25171377	FILTER 1.836	1.95
JOB # 1	5	OIL	OIL	0.80

4.95

4.00

8.95

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

17.93

J# 2 01CVZ10 DIAGNOSTICS UNITS: 0.70 TECH(S):55175
CK FOR WHINE NOISE FROM ENGINE COMPARTMENT
WE REPLACED THE ALTERNATOR
NZ 4X J4100 0.4 ADD A 0.3

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	10464692	*GENER REM 2.275	
JOB # 2	1	10484097	CORE RETURN	

WARRANTY

WARRANTY

0.00

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3 11CVZ ENGINE GENERAL UNITS: 0.40 TECH(S):55175
CK FOR CHATTER NOISE FROM ENGINE COMPARTMENT (SOP)
WE REPLACED THE DRIVE BELT TENSIONER
NC 4X J0680 0.4

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	24507684	TENSIONER 1.060	

WARRANTY

0.00

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

0.00

J# 4 60CVZ10 BODY DIAGNOSIS UNITS: 0.30 TECH(S):55175
CUST STATES CHECK DRIVERS WINDOW, IT MAKES NOISE WHEN GOING
DOWN THAT NONE OF THE OTHER WINDOWS MAKE
TESTED ALL WINDOWS BY MASTER SWITCH AND INDIVIDUAL SWITCHES,
NO ABNORMAL NOISES OR CONDITIONS NOTED
NF 9Z N9995 0.3

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

JOB # 4 TOTAL PARTS

0.00

JOB # 4 TOTAL LABOR & PARTS

0.00

J# 5 04CVZ10 BRAKE DIAGNOSIS UNITS: 1.30 TECH(S):55175
CUST STATES BRAKES ARE PULSATING, BRAKING WHEN GOING DOWN
HILLS AND ALSO WHEN HEAVY BRAKING IS NEEDED
WE REPLACED ROTORS, CLEANED HUBS, CHECKED FOR SUN GUT, LS 0.8
AND RS IS 1.0 THOUSANDS, MAX SHOULD BE 1.5 THOUSANDS.
WE ADJUSTED THE BRAKE LIGHT SWITCH, PER TECH LINE
OR 3X H0127 0.5 CLAIM TYPE "B"

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	2	18060841	ROTOR 5.837	

WARRANTY

0.00

JOB # 5 TOTAL PARTS

INSTALLER CHEVROLET-OLDSMOBILE-CADILLAC • 1741 STANLEY ST. - NEW BRITAIN, CT 06051

CUSTOMER NO. 35187	ADVISOR MICHAEL GRIFFIN	55184	CARD NO. 802	INVOICE DATE 10/06/99	INVOICE NO. EVS0175/0
	LABOR RATE 85.00	LICENSE NO. 515LBT	MILEAGE IN 25198	COLOR 7	STOCK NO.
	YEAR/MAKE/MODEL 98/CHEVROLET/MALIBU			DELIVERY DATE 09/05/97	DELIVERY MILES
	VEHICLE ID NO. 1G1RC52MSWY113157			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.D. DATE 10/06/99	
					MESSAGE OUT

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A		DHW 5M SHOP SUPPLIES/HAZ WASTE		2.00
TOTAL - MISC				2.00

TOTALS				
THE EMPLOYEES OF SCHALLER AUTO WORLD THANK YOU FOR YOUR BUSINESS! WE WANT YOU COMPLETELY SATISFIED				
METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> ATM <input type="checkbox"/> MASTER CARD <input type="checkbox"/> VISA <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER				
CASHIER INITIALS: _____				
				TOTAL LABOR..... 9.00
				TOTAL PARTS..... 8.95
				TOTAL SUBLET..... 0.00
				TOTAL G.O.G..... 0.00
				TOTAL MISC CHG..... 2.00
				TOTAL MISC DISC..... 0.00
				TOTAL TAX..... 1.00
				TOTAL INVOICE \$ <u>21.00</u>

(*) ASTERISK DENOTES LIFETIME SERVICE GUARANTEE PARTS.
 * [REDACTED]

MAINT
 OCT 06 1999
 [Signature]

8U1U

DATE WRITTEN

10 28 78

VEHICLE IDENTIFICATION NO

1G1NE52M5WY113159

MILEAGE

13610

DO

9/5/79

YEAR

78

MAKE

Che

MODEL

Malibu

8070

WAIVER OF ADVANCE ESTIMATE
 I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained of up to a maximum of \$ _____. The repair shop may not exceed this amount without my written or oral consent.

DATE _____ TIME _____
 YEAR MAKE OR MODEL NO. _____ (MP)

TERMS: STRICTLY CASH
 I authorize the repair shop hereafter set forth to be done along with the necessary materials at my expense. I am not responsible for loss or damage to vehicle or property. Costs of the work or any other cause beyond your control or that is caused by negligence or willful or wanton conduct of the shop or its employees shall be the responsibility of the customer. I understand that I am responsible for the removal of the vehicle from the shop at the time of collection and I will pay all costs of collection.

PARTIAL OR DESCRIPTION SALE

15040307 WORKS SHEET

NAME _____
 ADDRESS _____
 CITY _____
 BUS. P. _____

LABOR RATE MECH. _____
 BODY SHOP _____

WAVED EST. _____
 ORIG. EST. _____
 REVISED EST. _____

PER HRS. _____
 REV. EST. APP BY _____
 PERSON _____
 PHONE _____

CUSTOMER LABOR CHARGES ARE BASED:
 (1) CHEVROLET "B" DEALER
 (2) CHEVROLET TIME GUIDES
 (3) MOTOR'S OR CHILTON'S TIME GUIDES

CC	F.C.	OPERATION	TIME	PER	INSTRUCTIONS
A					
B					
C					
D					
E					
F					
G					
H					
I					
J					
K					
L					
M					
N					
O					
P					

Customer States:
 Brakes Pulsate.
 Vem SOT Rotors.
 Replace front rotors

ORAN HUIZ Q810

DESCRIPTION	AMOUNT
LABOR MECH.	
LABOR BODY SHOP	
SUBLET MECH	
SUBLET BODY SHOP	
P & A MECH.	
P & A BODY SHO*	
PAINT MATERIAL	
TRES	
GAS, OIL, GREASE	
HAZ. WASTE DIST. FEE	
TAX	
CHARGE	
CASH	



NEW BRITAIN CHEVROLET, INC.
 1141 STANLEY STREET
 NEW BRITAIN, CT. 06050
 (860) 229-0345 • 1-800-404-4533



YOUR GUARANTEE OF SATISFACTION IS THAT ALL SERVICES PERFORMED ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST

NEW BRITAIN CHEVROLET, INC. • NEW BRITAIN, CT. 06050

8070

11/27/79

6887

DATE WRITTEN: 10/14/88
 VEHICLE IDENTIFICATION NO: 1GNEB2M5WY113157
 MILEAGE: 13070
 MAKE: Chevy
 MODEL: Malibu 7687
 TIME PERIOD: 9:00 AM - 12:00 PM
 WORKER: [Signature]
 CAR: TRUCK: LICENSE: 315 287
 BUS PHONE: [Redacted]

WAIVER OF ADVANCE ESTIMATE
 I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems mentioned or up to a maximum of \$ [Redacted]. This repair shop is not to exceed this amount without my written or oral consent.
 NAME: [Redacted]
 ADDRESS: [Redacted]
 CITY: [Redacted]
 BUS. PHONE: [Redacted]

CUSTOMER LABOR CHARGES ARE BASED:
 (1) CHEVROLET "B" DEALER
 (2) CHEVROLET TIME GUIDES
 (3) MOTOR'S OR CHILTON'S TIME GUIDES

CC	F.C.	OPERATION	TIME	INSTRUCTIONS
A				Oil & Fluids & Tire Pressure
B				Hydraulic System - Brakes & Master
C				Hydraulic System - Brakes & Master
D				Hydraulic System - Brakes & Master
E				Hydraulic System - Brakes & Master
F				Hydraulic System - Brakes & Master
G				Hydraulic System - Brakes & Master
H				Hydraulic System - Brakes & Master
I				Hydraulic System - Brakes & Master
J				Hydraulic System - Brakes & Master
K				Hydraulic System - Brakes & Master
L				Hydraulic System - Brakes & Master
M				Hydraulic System - Brakes & Master
N				Hydraulic System - Brakes & Master
O				Hydraulic System - Brakes & Master
P				Hydraulic System - Brakes & Master

DESCRIPTION	AMOUNT
LABOR MECH.	10.50
LABOR BODY SHOP	
SUBLET MECH.	
SUBLET BODY SHOP	
P & A MECH.	5.70
P & A BODY SHOP	
PAINT MATERIAL	
TIRES	
GAS, OIL, GREASE	5.75
HAZ. WASTE DIST. FEE	
TAX	1.30
CHARGE	
CASH	



NEW BRITAIN CHEVROLET, INC.
 1141 STANLEY STREET
 NEW BRITAIN, CT. 06050
 (860) 229-0345 • 1-800-404-4533



YOUR GUARANTEE OF SATISFACTION IS THAT ALL SERVICES PERFORMED ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST.

NEW BRITAIN CHEVROLET, INC. • NEW BRITAIN, CT. 06050 7687

DATE WRITTEN: 6/17/98
 VEHICLE IDENTIFICATION NO.: 1G-INE52M SWY113157
 MILEAGE: 0693
 YEAR: 98
 MAKE: Geo
 MODEL: Marquis
 VIN: 4615

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED]
 BUS PHONE: [REDACTED]

WAIVER OF ADVANCE ESTIMATE
 I, the undersigned, hereby authorize the technician or my vehicle repairer to perform any and all repairs and necessary parts and materials to remedy the problems indicated on up to a maximum of \$_____. This repair shop will not exceed this amount without my written or oral consent.
 OF VEHICLE YEAR MAKE MODEL YEAR MAKE MODEL YEAR MAKE MODEL

STRICTLY CASH
 I, the undersigned, hereby authorize the technician or my vehicle repairer to perform any and all repairs and necessary parts and materials to remedy the problems indicated on up to a maximum of \$_____. This repair shop will not exceed this amount without my written or oral consent.
 OF VEHICLE YEAR MAKE MODEL YEAR MAKE MODEL YEAR MAKE MODEL

CUSTOMER LABOR CHARGES ARE BASED:
 (1) CHEVROLET "B" DEALER
 (2) CHEVROLET TIME GUIDES
 (3) MOTOR'S OR CHILTON'S TIME GUIDES




CC	FC	OPERATION	TIME	INSTRUCTIONS
A				
B				
C				
D				
E				
F				
G				
H				
I				
J				
K				
L				
M				
N				
O				
P				

LABOR RATE MECH. 6.00 DODY SHOP PER HF.
 WAIVED EST. ORIG. EST. REV. EST. APP BY
 = FERRON
 = PALME


E353711 Customer states - 15 week
 from front suspension over bumps
 install updated lower arms
 control arms per DSR

H012706 Customer states - Brake pulsation
 when H/F wheel - OK
 confirm condition. Resurface
 front brake rotors

DESCRIPTION	AMOUNT
LABOR MECH	
LABOR BODY SHOP	
SUBLET MECH.	
SUBLET BODY SHOP	
P & A MECH.	
P & A BODY SHOP	
PAINT MATERIAL	
TIRES	
GAS, OIL, GREASE	
HAZ WASTE DIST. FEE	
TAX	
CHARGE	
CASH	

NEW BRITAIN CHEVROLET, INC.
 1141 STANLEY STREET
 NEW BRITAIN, CT. 06050
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Guardian Maintenance

YOUR GUARANTEE OF SATISFACTION IS THAT ALL SERVICES PERFORMED ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST.

December 17, 1999

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

To Whom It May Concern:

I am writing in regards to a recurring problem I am having with the front brakes on my 1998 Chevrolet Malibu LS.

Before I get into the specifics of the problem, let me give you a brief rundown of my history with Chevy products. My wife and I purchased our first Chevy, a 1995 Cavalier Coupe, in July of 1995. Having been extremely happy with this car (it was only in the shop twice during the 50,000+ miles we owned it), when it came time to purchase another vehicle we headed straight to our Chevy dealer. This time, in September of 1997 we purchased our second Chevy, a 1998 Malibu LS. This car has been very good to us except for the problem with the front brakes. As much as we liked the Cavalier, July of 1999 saw the need for us to step into something larger - a 1999 Chevy Blazer LS (4WD). So, we currently own two Chevy products, the Malibu and the Blazer. As you can see, our feelings of brand loyalty are pretty obvious.

It is now with regret that I feel I have to write to you concerning the problem with our Malibu's front brakes. We have had, on numerous occasions, the annoying problem of the front rotors warping and causing moderate to severe pulsation in the front brakes. It has been most severe when coming to a stop while travelling downhill or braking at higher speeds (i.e. braking on an exit ramp) and after the car has been driven for fifteen minutes or so.

This problem was first addressed on June 17, 1998 at 8,693 miles. New Britain Chevrolet (formerly Lee Chevrolet from whom the vehicle was purchased) turned the front rotors and sent me on my way. The problem resurfaced and the front rotors were replaced on October 28, 1998 at 13,610 miles. The same problem reoccurred and the front rotors were again replaced, this time by Schaller Chevrolet/Oldsobile/Cadillac (formerly New Britain Chevrolet) on August 11, 1999 at 23,247 miles.

It was on this third attempt to resolve the problem that I questioned the Service Manager for more details and he responded with "...GM has had this problem on a lot of Malibus and Cutlasses...the rotors are so thin they just keep warping...we don't even resurface them when we do a brake job because they're so flimsy...we just replace them with new ones..." As you can guess, I was surprised and not pleased at all by that response. After stating my concerns that the problem is not being properly addressed, off I went.

My days of good braking ended quickly. On October 6, 1999 at 25,198 miles, the vehicle was back in, amongst other things, for a new set of front brake rotors. This time, Schaller "...replaced the rotors, cleaned the hubs, checked for run out...and adjusted the brake light switch, per tech line..."

That has been two months now. It appears that the braking problem is recurring again at this time. The pulsation is slight in nature as it usually is in the beginning before gradually becoming worse. I am also experiencing two other problems with the vehicle (non-brake related) and will be setting up an appointment with Schaller within the next couple of weeks to have them taken care of along with an oil and filter change. It is obvious that I will also have to ask them to inspect and correct the front rotors yet again. I am also experiencing an annoying "click" every time the brake pedal is depressed. This is a new problem that never occurred before and I will also have Schaller look at this. I would like to point out that we never experienced problems like this on our Cavalier and our Blazer seems to be just fine (it only has 5,600 miles on it).

I would also like to note that when the front brakes get wet (either from washing the car or driving in the rain), the brakes make a lot of noise when applied and seem to "skip" where they grab, then don't grab, then grab.... I mentioned this problem to the dealer a while back and was told that is normal. I have my suspicions about that since, again, this never happened on our Cavalier and does not currently happen on our Blazer.

Now comes my big concern. I am unsure of the safety of this vehicle. I am concerned that my brakes will not function properly when called upon to do their job.

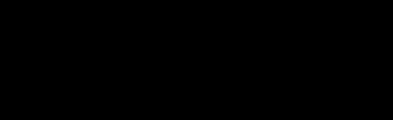
I am also concerned as to what will happen on September 5, 2000 or at 36,000 miles when the vehicle is no longer covered by your 3-yr/36,000 mile bumper-to-bumper warranty. Given the history of the front brakes on this car, it looks like brake jobs will be required twice a year on average. And at who's expense? I certainly don't believe it should be mine. According to my dealer, this is a problem that Chevy (and Oldsmobile) is well aware of, yet no permanent solution has been presented.

Recently, I performed a search of the NHTSA's website for recalls and service bulletins regarding the front brakes on these cars. I was unable to find a perfect match possibly because full descriptions are not available on-line. I have to wonder though, if it's possible that they just haven't received enough complaints yet concerning this matter. I will continue to check back there to see what comes up.

In the meantime, I hope Chevy will contact me with a solution to this problem and I hope the information I supplied is useful in reaching that solution. It is no fun making arrangements to bring your car to the dealership every few months for the same repair.

Thank you for your time in this matter. I can be reached at (860) 529-8882, x251 (days), (860) 677-9565 (nights) or at the above return address.

Sincerely,



cc: Service Manager, Schaller Chevrolet/Oldsmobile/Cadillac

March 3, 2000

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

To Whom It May Concern:

I am writing to express my extreme disappointment with Chevrolet's Customer Assistance Center and my 1998 Chevrolet Malibu LS.

On December 17, 1999 I wrote a letter to Chevy outlining the problems and concerns I was having with my 1998 Malibu LS. The following week I received a call from Autumn Height (unsure on the spelling of the name) at Chevrolet's Customer Service Center. She stated that my letter had been received and a file was being set up. She then proceeded to say she had spoken with my dealer (Schaller Chevy/Olds/Cadillac in New Britain, CT) about the problem and "...they are working on it..." That's it -- they're working on it! She did not address any of the concerns I expressed in my letter. As I stated then and I restate now - what happens when my 3/36 warranty expires? Right now I simply bring the car in every few weeks or so and my dealer fixes (or tries to fix) what is wrong at that time. I am concerned as to what will happen on September 5, 2000 or at 36,000 miles when the vehicle is no longer covered by your 3-yr/36,000 mile bumper-to-bumper warranty. Given the defect history of this car, it appears this vehicle will be requiring repairs on a regular basis. And at who's expense? I certainly don't believe it should be mine.

As for defects with the vehicle itself, the front brake rotors have been the biggest (but not the only) culprit to date. The vehicle has been in six (6) times for brake rotor related problems. They have been replaced three (3) times, turned once and have had new front hub/bearing assemblies installed. I have also had the lower control arms replaced twice due to a squeak (which is still present I might add). Currently, I am awaiting new power steering hoses to fix the leaking ones I have, am experiencing problems with the cruise control on/off button on the steering wheel and have an annoying knock when making right turns at low speeds in damp weather. The car has been in twice for the knock, but, unfortunately, the weather has always been dry.

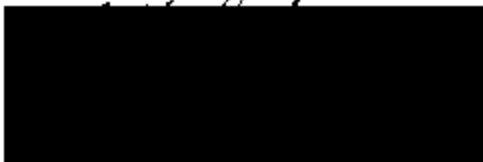
I have now become the brunt of jokes at the dealership. When I bring the car in I hear comments ranging from "...every time this car comes in it's a laundry list..." to "...see you soon..." I have attached this vehicle's "laundry list" for you to look over.

I am disturbed by the fact that Chevy simply ignored these concerns of mine. It has left me with one belief - that Chevy can't wait for this car to be out of warranty so the repair expense can be passed along to me.

I find it hard to believe that all Malibus are like this. I surely hope GM products in general are better built than this car. It has come to the point where my wife and I are considering replacing this car with something more reliable. Currently, Chevrolet (or GM for that matter) does not appear on my list of replacement vehicles. Having had good luck with a Chevy in the past and being pleased with the Blazer we bought last July, I am willing to give Chevy another chance. However, that will all depend on the response I receive from this letter. If it is anything like the response to my first letter, you can rest assured that I have purchased my last Chevy/GM vehicle.

Thank you for your time in this matter. I can be reached at (860) 529-8882, x251 (days), (860) 677-9565 (nights) or at the above return address.

Sincerely,

A large black rectangular redaction box covers the signature area of the letter.

cc: Dave MacMeekin, Service Manager - Schaller Chevrolet/Oldsmobile/Cadillac

1998 Chevy Malibu LS
 VIN # [REDACTED] 1G1NES2MSWY113157
 Listing of Warranty Service Performed by
 Lee Chevrolet/New Britain Chevrolet/Schaller Chevrolet

Date	Miles	Complaint	Dealer Action
6/17/98	8693	Squeak from front suspension over bumps	Install updated lower control arms per DSB
		Brake pulsation	Resurface front brake rotors
10/13/98	13070	Brake pulsation	Order new front brake rotors
10/28/98	13610	Brake pulsation	Replace front brake rotors
1/25/99	16130	Knock noise or clunk coming from rear of vehicle	Unable to duplicate condition (not a damp day)
8/11/99	23247	Brake pulsation	Replace front brake rotors
9/13/99	24269	Whirring sound from right front of vehicle	Order new alternator and belt tensioner
10/6/99	25198	Whirring sound from right front of vehicle	Replace alternator
		Chatter noise from engine compartment	Replace drive belt tensioner
		Brake pulsation	Replace front brake rotors, clean hubs
		Driver's power window makes noise	Unable to duplicate condition
1/5/00	28236	Brake pulsation	Install new front hub/bearing assemblies
		Squeak when driving over dips in road	Install new front lower control arms
		Center arm rest is loose	Tighten loose pivot hinge assembly
		Thump noise from rear end when making right turns on damp days	Unable to duplicate condition (not a damp day)
		Blower fan makes noise on speed 2	Unable to duplicate condition
		Click noise when depressing brake pedal	Unable to duplicate condition
2/1/00	29070	Fluid leaking	Order new power steering hoses

May 19, 2000

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

To Whom It May Concern:

I am writing once again to express my extreme disappointment with Chevrolet's Customer Assistance Center and my 1998 Chevrolet Malibu LS.

When I last wrote you on March 3rd I enclosed a "laundry list" of the problems I was experiencing with my Malibu. Since then, the car has been back to the dealer three times for service. The following is a summary of these visits:

March 6 th	Fluid leaking, Light in cruise control switch not working
March 29 th -30 th	Power steering fluid leaking, Light in cruise control switch not working
April 24 th	Brake pulsation, Thump/knock from rear end when making right turns on damp days, Various knocks and squeaks from suspension

A revised "laundry list" with all the other details (miles and dealer service) is attached for your use.

It should be noted that this is the 7th time the vehicle has been in for brake-related problems and the 4th time the rotors have been replaced. This is also the 4th time the vehicle has been in for suspension noises and the 3rd time the lower control arms have been replaced. In fact, my vehicle's suspension has more squeaks and creeks now than it has ever had. It is apparent to me that Chevy is not attempting to solve these problems but is merely applying a Band-Aid solution. Curiously enough though, my service advisor stated that he has not had these problems with 2000 model year Malibus. Now this leads me to believe that Chevy has indeed solved the problem. The big question now is - if Chevy has solved the problem then why haven't they passed along the solution to dealers?

I would also like to make you aware that when the vehicle was in for service on March 29-30, I received a rental car from a national rental chain. When an employee from this rental car chain was driving me back to the dealership on the 30th, he asked what type of car I had that

was being worked on. When I told him a Malibu he began to chuckle, asked if it was my brakes that were the problem and proceeded to tell me that they have to get the brakes done every 8,000 miles on all the Malibus in their rental fleet. I have also searched several Internet forums on automobiles and have found a common theme of faulty brakes and lower control arms on Malibus.

Given the response to my last letter in which Chevy emphatically stated that "...we can offer no assistance at this time..." I feel I am faced with the following course of action. First, I am going to write a letter to the NHTSA requesting an investigation into Malibu brakes and lower control arms. Secondly, per my owner's manual, I am going to write a letter and request a file be opened with the BBB and seek recourse through them. Finally, I am going to write a letter to the State of Connecticut Department of Motor Vehicle's Dealer and Repair Division and see what legal recourse I have through them. It is unfortunate that Chevy has pushed me down this path rather than being proactive and trying to maintain customer satisfaction.

I will, however, give Chevy one last chance before I proceed with the above course of action. The only question is...will Chevy do the right thing and purchase this vehicle back from me and put me behind the wheel of a comparable equipped 2000 Malibu LS? I look forward to your response to my final offer.

Thank you for your time in this matter. I can be reached at (860) 529-8882, x251 (days), (860) 677-9565 (nights) or at the above return address.

Sincerely,

A large black rectangular redaction box covering the signature area.

cc: Glenn Anderson, Service Manager - Schaller Chevrolet/Oldsmobile/Cadillac

1998 Chevy Malibu LS

VIN # 1G1NE52MS0Y113157

Listing of Warranty Service Performed by
Lee Chevrolet/New Britain Chevrolet/Schaller Chevrolet

Date	Miles	Complaint	Dealer Action
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		Squeak when driving over dips in road	Replace front lower control arms
		Center arm rest is loose	Tighten loose pivot hinge assembly
		Thump noise from rear end when making right turns on damp days	Unable to duplicate condition (not a damp day)
		Blower fan makes noise on speed 2	Unable to duplicate condition
		Click noise when depressing brake pedal	Unable to duplicate condition
2/1/00	29070	Fluid leaking	Order new power steering hose
3/6/00	30264	Fluid leaking	Replace power steering hose; order new power steering pump
		Light in cruise control switch not working	Order new cruise control switch
3/29 - 3/30/00	31268	Power steering fluid leaking	Replace power steering pump and hose
		Light in cruise control switch not working	Replace cruise control switch
4/24/00	32125	Brake pulsation	Replace front brake rotors and pads
		Thump/knock from rear end when making right turns on damp days	Remove rear sway bar and lubricate bushings
		Various knocks and squeaks from suspension	Replace front lower control arms