

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 197

Date Received

11-JUL-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

865258

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
1G1ND52J7X6133223	CHEVROLET	MALIBU	1999	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Inlultrbelt <input checked="" type="checkbox"/> 2-Point Belt	<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 Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
03250000	BRAKES:HYDRAULIC/ANTI-SKID SYSTEM	<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)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
0	05-JUL-2000	40030	0	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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	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	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No


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

WHILE DRIVING ABS LIGHT CAME ON THE DASHBOARD. THEN, TOOK VEHICLE TO DEALER WHERE TECHNICIAN EXPLAINED TO CONSUMER THAT PROBLEM WAS WITH THE ABS WIRING HARNESS THAT WAS RUBBING THE CB BOOTH.*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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline		NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236		OFFICE OF SPEEDS INVESTIGATION 00 AUG 28 AM 8:10 11-JUL-2000	
FOR AGENCY USE ONLY 197 Date Received: _____ Od_or _____ rt_dt _____ od_rt _____ up_lr _____				Reference No. 865258	
OWNER INFORMATION (Type or Print) [Redacted] 619991 [Redacted] MA 01900 [Redacted]				Work Number [Redacted] Home Number [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> NO In the absence of an authorized representative, you agree to provide your name and address to the vehicle manufacturer.					
Signature of Owner [Redacted]				Date <u>7/30/00</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1G1ND52J7X6133223		Vehicle Make CHEVROLET	Vehicle Model MALIBU	Vehicle Year 1999	Current Odometer Reading 41,007
Purchase Date <u>8-99</u>	Dealer's Name <u>Barron Chevrolet</u>		Engine Size (CID/CC/L) <u>3.1</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>Danvers</u> State <u>MA</u> Zip Code _____		No Cylinders <u>6</u>		
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 type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag		Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" 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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	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					
Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM		Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front	<input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 0	Date(s) of Failure(s) <u>05-JUL-2000</u> Mileage at Failure(s) <u>40036</u> Vehicle Speed at Failure(s) <u>0</u>		Failed Part(s) Available? <input checked="" 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING ABS LIGHT CAME ON THE DASHBOARD. THEN, TOOK VEHICLE TO DEALER WHERE TECHNICIAN EXPLAINED TO CONSUMER THAT PROBLEM WAS WITH THE ABS WIRING HARNESS THAT WAS RUBBING THE CB BOOTH.*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 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.					



August 10, 2000

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, D.C. 20590

Dear Sir or Madam:

This is to inform you of the details regarding my request for an investigation towards a recall. This information is concerning the Anti-Lock Braking system on my 1999 Chevy Malibu. Please see the enclosed pictures to assist in the visualization of the position of the component in question: the ABS Wiring Harness. One picture shows the damaged ABS Wiring Harness. The arrow indicates where the sleeve had worn through and allowed the wires to be exposed to the CV Boot. Once the wires were exposed to the CV Boot they too wore through and ceased to function, at least one of them.

The other picture shows the new ABS Wiring Harness in its installed position. It is upright and well protected by the vehicle frame and wheel arm. It is not likely to come into contact with any obstacles in the road. Anything of sufficient height to reach and pull on the harness would be too tall to pass under the wishbone of the suspension. Anything that would be flexible enough to not break when passing under the wishbone would not be able to spring up and snag the harness due to the height of the harness and its immediate position behind and above the wishbone suspension. The two arrows indicate where the sleeve is in its normal position and then where it came into contact with the CV Boot after it came out of its normal installed position.

The ABS Wiring Harness is not a serviceable part yet it is mounted with a spring steel clip. The connector is held in place by gravity and the force of the spring steel, which can lessen with age and weather. The ABS Wiring Harness is also the one exposed element of the anti-lock braking system and yet its wiring is enclosed by a mere cloth mesh covering.

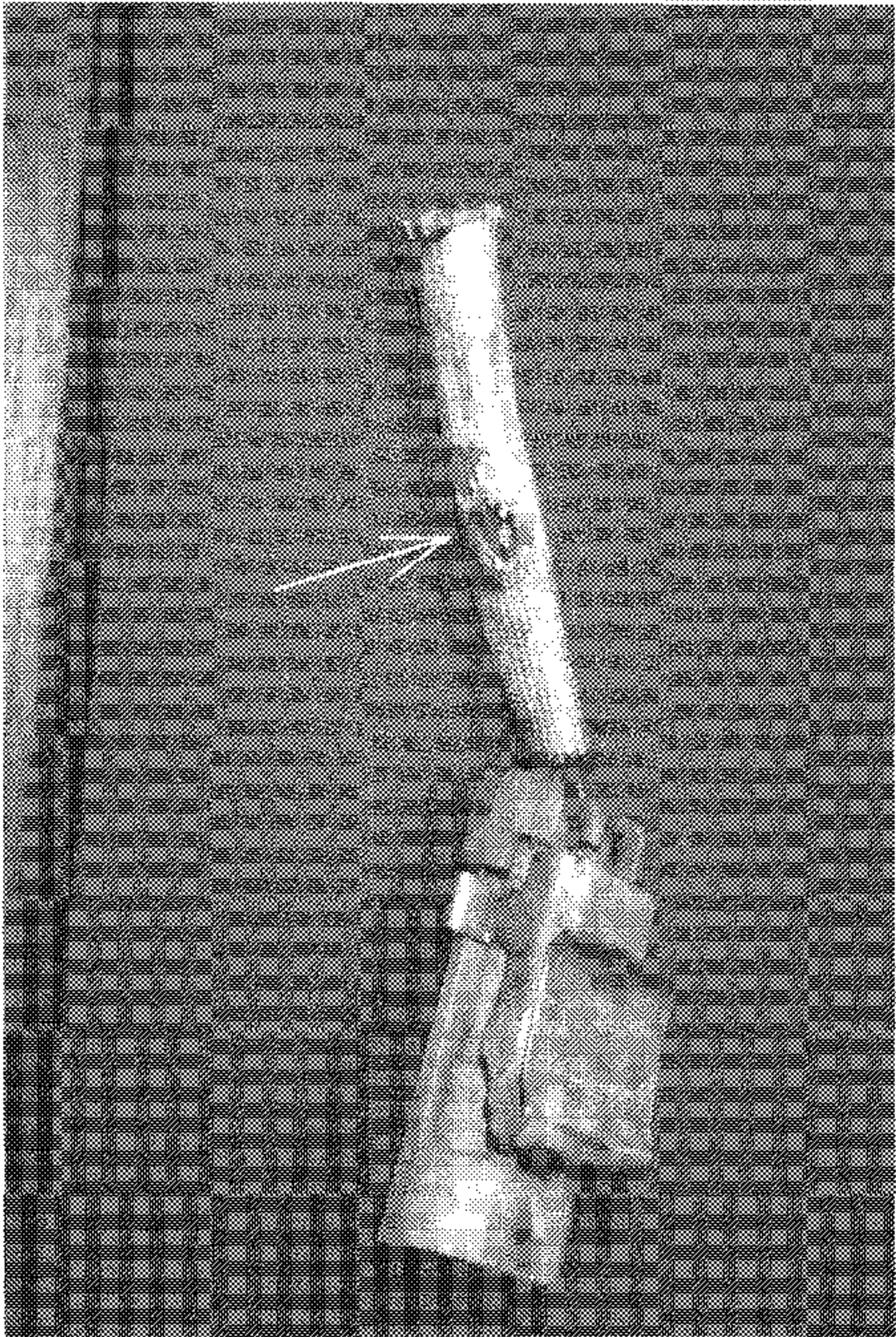
The issue at hand is one of safety. If the anti-lock braking system is compromised and rendered inoperative the stopping behavior of the vehicle is changed dramatically. The driver, who is used to having anti-lock brakes, is expecting a specific response when he uses the brakes in an emergency. If this response is not there the situation can become extremely dangerous and unpredictable. Bearing this in mind the anti-lock braking system should be, and is for the most part, designed for stability and safety. The one exception is the poor choice of materials and installation for the ABS Wiring Harness. The system is only as dependable as its weakest point.

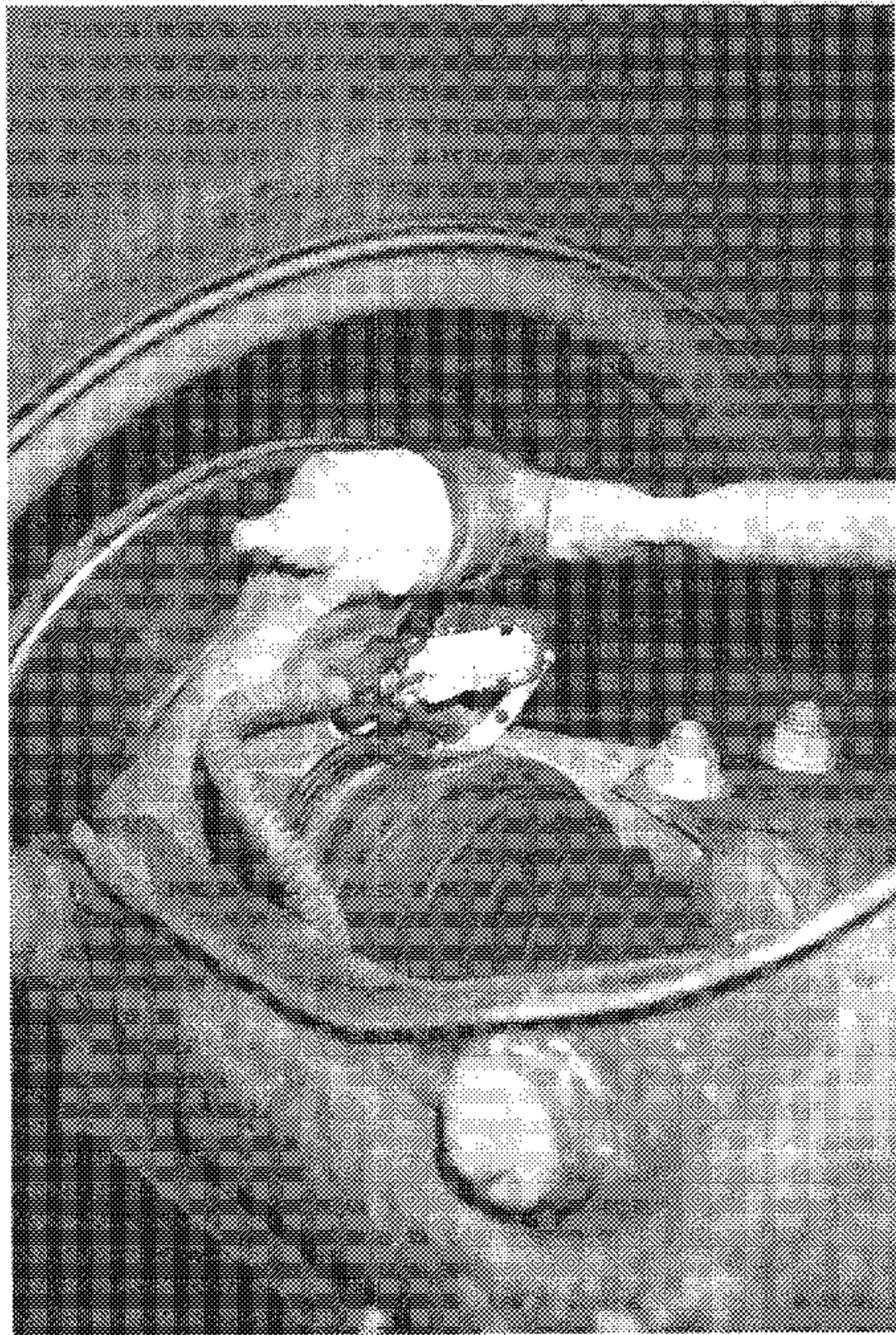
The Barron Dealership Service Manager indicated that this wire connector is "not a serviceable part and does not get moved or removed during any normal service of the vehicle and that it probably got snagged on something in the road like a tree branch." I don't believe that something in the road could possibly have caused the ABS Wiring Harness to be pulled from its clipped location. It is far more likely that the ABS Wiring Harness clip was no longer strong enough to hold the harness to the vehicle. This may have been due to age, weather or poor design. This part should have been designed to be bolted into position and not clipped. This would assure a safe and secure installation. Furthermore, the cloth sleeve itself should have been wrapped with an outer metal mesh sleeve so as to be flexible but extremely durable. In the event that the clip did fail the wires within the sleeve would be far better protected and for a longer period of time. This would allow time for the situation to get noticed at a regular service interval or during an oil change.

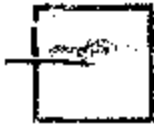
Please review the information I have presented and respond as soon as possible.

Sincerely,









THE STANDARD OF SERVICE
BARRON
 CHEVROLET

1000 STATE STREET, SUITE 101, HANOVER, MA 01920
 (508) 865-2222



Compare Service Total
 All quantities are defined with 100% labor and 100% parts
 unless otherwise noted. All quantities are in U.S. units.
 All quantities are subject to change without notice.

26437



NAME NEHWAR DELGADO	33523	782	DATE 07/07/00	WORKSHEET NO. CVCS183532
PHONE 65 85		40009	DATE TAN	WORKSHEET NO. 2333R
ADDRESS 99/CHEVROLET/MALIBU/MALIBU			DATE 08/20/99	WORKSHEET NO. 24837
VEHICLE ID 1G1ND52J7X6 1 3 3 2 2 3			DATE 07/05/00	

TOTALS

 EXTENDED SERVICE HOURS
 NOW OPEN FOR YOUR CONVENIENCE
 MONDAY, TUESDAY AND WEDNESDAY 7:30AM-7:00PM
 THURSDAY 7:30AM-8:00PM FRIDAY 7:30AM-6:00PM

 SATURDAY HOURS
 8:00AM-4:00PM

TOTAL LABOR	110.93
TOTAL PARTS	378.57
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	5.55
TOTAL MISC DISC	0.00
TOTAL TAX	19.21
TOTAL INVOICE \$	514.26

PARTS DESIGNATED WITH ASTERICK * INDICATE LIFETIME
 WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS

 CUSTOMER PAY LABOR RATE--ALL VEHICLES EXCEPT CORVETTES--SIXTY
 FIVE DOLLARS AND NINETY FIVE CENTS PER FLAT RATE PER HOUR
 CORVETTES--SIXTY-NINE DOLLARS AND NINETY FIVE CENTS PER FLAT
 RATE HOUR

CUSTOMER SIGNATURE

MKB
MC
 07 07 2000



THE STANDARD OF SERVICE
BARRON
 CHEVROLET

1000 W. 10th St. Dumfries, VA 21023
 (703) 261-1000



Complete Service Dept.
 All work done in this shop is guaranteed for 12 months
 or 100,000 miles. Whichever comes first. Excludes
 wear items that are not covered by this warranty.

26437

MEHWAR DELGADO 33523 782
 65.85 40008
 99/CHEVROLET/MALIBU/MALIBU
 1G1ND52J7X6 133223

07/07/00 CVCS183532
 TANJ 2333R
 08/20/99 24837
 07/05/00

LABOR & PARTS
 JOB # 1 01CVZ03 3000MILE MAINTENANCE TECH(S):31518 12.00
 PERFORMED SCHEDULED 3,000 MILES MAINTENANCE SERVICE.
 PERFORMED CHASSIS LUBRICATION...ENGINE OIL CHANGE
 AND FILTER REPLACEMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25010792	OIL FLTR 1.836	5.50	5.50
JOB # 1	5	OIL	GOODWRENCH	1.50	7.50
				JOB # 1 TOTAL PARTS	13.00
				JOB # 1 TOTAL LABOR & PARTS	25.00

JOB # 2 32CVZ BRAKES TECH(S):31518 98.99
 CUST STATES ABS LIGHT IS ON
 LEFT FRONT HUB ASSEMBLY WIRE WAS RUBBING WITH THE CV BOOT
 REPLACED LEFT FRONT HUB ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12429201	HUB KIT 6.307	365.57	365.57
				JOB # 2 TOTAL PARTS	365.57
				JOB # 2 TOTAL LABOR & PARTS	464.50

JOB # 3 32CVZ00 BRAKES TECH(S):31518 WARRANTY
 CUST STATES STEERING WHEEL VIBRATES WHEN COMING OF AND OF
 RAMP AND PRESSING BRAKES
 FRONT ROTORS WERE WORN
 REPLACED FRONT ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	18060442	ROTOR 5.809		
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

MISC. CODE DESCRIPTION CONTROL NO.
 JOB # A SS ENVIRONMENTAL CHARGE TOTAL - MISC 5.55