

U.S. Department
of TransportationNational Highway
Traffic Safety
AdministrationDOT 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 436

Date Received

31-AUG-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

869245

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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1NE52J9X6196305	CHEVROLET	MALIBU	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input 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 Ult <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 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 29-AUG-2000 Mileage at Failure(s) 15000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS GOING 50MPH & STEERING WHEEL STARTED MOVING FROM LEFT TO RIGHT. DEALER SAID THAT BRAKES WERE WARPED; BRAKE PADS & ROTORS NEEDED REPLACEMENT. *AK

CONTINUED ON BACK PLEASE

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.

When the steering wheel shimmied it scared my wife and I - we thought we would crash. Thank God the steering wheel shimmy stopped.

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CONSUMER WAS GOING 50MPH & STEERING WHEEL STARTED MOVING FROM LEFT TO RIGHT. DEALER ~~SAID~~ BRAKE ROTORS & ROTORS NEEDED REPLACEMENT. *AK
 Brake Rotors At Front A Lot Of Front Were Wapped
 Were Replaced By DWORREN CHEVROLET DEALER
 208 Seymour Ave, DERBY, Conn, 06418, Aug. 30, 2000 Following Morning
 MANUFACTURE SHOULD OF HAD A RECALL. (MANUFACTURE WAS
 AWARE OF PROBLEMS) THERE WAS A CHANCE OF LOSING CONTROL

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

Crash: Yes No
 Fire: Yes No
 Number of Persons Injured: _____
 Number of Fatalities: _____
 Estimated Property Damage: _____
 Reported to Police: Yes No

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

No of Failures: _____
 Dates: of Failure(s): 29-AUG-2000
 Mileage at Failure(s): 15000
 Vehicle Speed at Failure(s): _____
 Failed: Yes No
 Previously: Yes No
 NHTSA: Yes No

Part Names: _____
 Location: _____
 Failed Parts: Original Replacement
 Replaced: Front Rear Left Right

FAILED COMPONENT(S)/PART(S) INFORMATION

Transmission Type: Automatic Manual
 Restraint System: 3-Point Belt Driver's Side Airbag Passenger's Side Airbag
 Cruise Control: Yes No
 Drive Train: Front Rear 4-Wheel
 Vehicle Type: Car Van Minivan Other
 Body Style: 2-Door 4-Door Station Wagon Pick Up Truck

Dealers Name: Russel Chevrolet Motors
 City: FORT FIELD, CT
 State: CT
 Zip Code: 06430
 Engine Size (CID/CAL): _____
 No Cylinders: 6
 Fuel Injection: Turbo Diesel Gas

VEHICLE INFORMATION

Vehicle Make: CHEVROLET
 Vehicle Model: MALIBU
 Vehicle Year: 1999
 Current Model Year: 1999
 VIN: 15653

Signature of Owner: _____
 Date: _____

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.

OWNER INFORMATION (Type or Print)

Work Number: _____
 Home Number: _____

Reference No.: 869245

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 1-888-327-4236
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U.S. Department of Transportation
 National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire (VOQ)

31-AUG-2000 OFFICE
 9:01-5 PM 2:03
 Date Received

FOR AGENCY USE ONLY 436

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

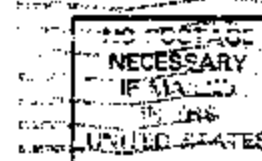
My 1st Problem with this Auto June 29, 1999
 I Leased this New Chevy Malibu June 24, 1999.
 Looking at the tires I Noticed Something
 on the tread of tire - I bend down to
 touch it - but it would Not Move I felt
 like a cord which stuck out of tire tread.
 I could Not Believe it a tire plug to
 Repair a Flat. A New Car with New tires!
 I Stop By Russell Chevy Garage to have it
 Repaired. Left Front tire Was Replaced
 with New Rim & TIRE. Firestone Tire.
 I asked the Service Manager what Happened
 he didn't know BUT would look into it.
 I tel. GM Customer Service of this
 incident. But Never Received a Reply from
 ANYONE.

☆ U.S.G.P.O. 1992 - 523-987 / 00096

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



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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



DWORKIN CHEVROLET, Inc. DBA DWORKIN MAZDA/SUZUKI

208 Seymour Avenue
Derby, Connecticut 06418
(203) 735-6431



0291 150322903



DATE: 08/29/00	TIME: 10:23:40	SALES: 930	SALES: 930
SALES: 68.14	SALES: 360NNA	SALES: 14976	SALES: 14976
E9/CHEVROLET/MALIBU/ DOOR SECAN		1G1NE52J9XB1E6305	
SALES: 2033294633	SALES: 2033294633	SALES: 2033294633	SALES: 2033294633

LABOR & PARTS
 J# 1 51CVZ BODY ELECTRICAL UNITS: 0.70 TECH(S):3002 WARRANTY
 C/S STEERING WHEEL SHIMMYS AT HIGHWAY SPEEDS
 WARPED FRONT ROTORS
 REPLACE BOTH FRONT WARPED ROTORS
 H012/ 4N/C4

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2	18C60442	ROTOR 5.809			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2+51CVZ01 BODY ELECT CONCERN UNITS: 0.50 TECH(S):3002 WARRANTY
 C/S POWER MIRRORS INOP FROM SWITCH
 SHORTED SWITCH
 REPLACE POWER MIRROR CONTROL SWITCH
 R3318 6G/OJ

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	2260E329	SW-RV/MIR 10.186			
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

J# 3+61CVZ EXTERIOR TRIM UNITS: TECH(S):3002 0.00
 C/S SPLASH SHIELD HANGING DOWN UNDER CAR
 REORDER SPLASH SHIELD

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	0	22602298	PANEL 1.270			
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

J# 4+60CVZ13 GLOVE BOX UNITS: TECH(S):3002 0.00
 C/S GLOVE BOX DOES NOT CLOSE RIGHT
 ORDER NEW GLOVE BOX

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	0	22623046	COMPARTME 10.260			
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 4	0	12369476	CYLINDER 10.266			
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	

LIMITED WARRANTY

All repairs warranted for defects in workmanship and materials in accordance with manufacturer warranty whichever is longer.



We Service All
General Motors
Products & Most
Imports

Thank
You!

Full Service
Body Shop!

10:23:40

CUSTOMER COPY

11/18/01 The Body Shop and Body Shop Computer 384-33-332 10/11/02 01:50

5/29/99 Russell Chevy Dealer
 Replaced Left Front Tire
 Had Plug IN IT. No Charge
 June 29, 1999

RUSSELL CHEVROLET MOTORS, Inc.
 985 Post Road
 FAIRFIELD, CONN. 06430
 Sales (203) 259-6221
 Body Shop/Service (203) 254-1743
 Parts (203) 258-0064
 VEHICLES MUST BE PICKED UP BY 5:00 PM
 Body Shop On Premises
 Service Department Hours 7:30AM - 5:30 PM

WARRANTY -
 SERVICE ADVISOR GREGORY NELSON

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	DEL. NO.	INVOICE NO.	
29JUN99	5815	1G1NE52T9X6196305		T6305		29JUN99 34307	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CURT. TAX (LABOR RATE)	DELIVER DATE	INVOICE NO.
		1999	CHEVROLET MALIBU		66.00	01MAR99	124 124
MI. IN	MI. OUT	LICENSE NO.					
350	350						

A C/S L/F TIRE HAS PLUG IN IT
 HWD NO WORK PERFORMED
 630 ISP 0.00 (N/C)
 SWAP TIRE FROM STOCK VEHICLE FOR FASTEST
 REPAIR

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WARRANTY WAIVER POST-SAL CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LIMITED WARRANTY
 ALL REPAIRS ARE WARRANTED FOR 12 MONTHS OR
 12,000 MILES, WHICHEVER PERIOD OCCURS FIRST
 UNDER NORMAL DRIVING CONDITIONS. THE
 FOLLOWING ITEMS ARE NOT WARRANTED:
 FRONT END ALIGNMENT
 COOLANT AND COOLANT LEAKS
 ELECTRICAL WIRING AND SHORTS
 (WHICH NOT RELATED TO ORIGINAL REPAIRS)
 WATER LEAKS

CUSTOMER COPY