

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

05-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869571

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) _____ (located at front of windshield on drivers side)	Vehicle Make CHEVROLET	Vehicle Model MALIBU	Vehicle Year 1999	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKE ROTORS HAS BEEN REPLACED MANY TIMES. DEALER COULD NOT FINED CAUSE. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUED ON BACK (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.



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Date Received

09 OCT -3 AM 10:15

06 SEP-2000

OFFICE

DEFECTS INVESTIGATION

Od_or

r_dt

od_rl

up_ltr

Reference No.

889571

OWNER INFORMATION (Type or Print)

634479

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a signature, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

YES ☒ NO ☐

Signature of Owner

Date 9/17/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1GIND52TXY135070
Vehicle Make CHEVROLET
Vehicle Model MALIBU
Vehicle Year 1999
Current Odometer Reading 21,800

Purchase Date Dec. 1998
Dealer's Name Dworkin Chevrolet
City Derby State CT Zip Code 06418
Engine Size (CID/CC/L) No Cylinders 4
☒ Turbo Diesel Gas ☒ Fuel Injection

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☐ Yes ☒ No
Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag
Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Utility Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000 Part Name(s) BRAKES:HYDRAULIC:DISC ROTOR DISC HUB
Location ☐ Left ☐ Right ☒ Front ☐ Rear
Failed Part(s) ☒ Original ☒ Replacement
No of Failures 4
Date(s) of Failure(s) April 1999/July 1999/Dec 99/SEPT 2000
Mileage at Failure(s) 800 miles/2829/11,000/21,000
Vehicle Speed at Failure(s) 40-45
Failed Part(s) ☒ Yes ☐ No
NHTSA Previously ☐ 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.)

Crash ☐ Yes ☒ No
Fire ☐ Yes ☒ No
Number of Persons Injured
Number of Fatalities
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

BRAKE ROTORS HAS BEEN REPLACED MANY TIMES. DEALER COULD NOT FINED CAUSE. PLEASE PROVIDE FURTHER INFORMATION.*AK

- (1) April-1999 Car was 4 months old. was delivered to me with 138 miles on it because Dworkin had to drive car from Ma. to CT. to get the color I ordered. at 800 miles the Both Front Rotors were replaced. I was told the material used in the 1999 Malibu Rotors were not fit for New England's weather by Dworkin. (2) Second time the car was →

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

P O T

Firestone

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

July 1949

7 months old w/ 2829 miles. They replaced both front Rotors plus
brakes. (3) Third time - Dec. 1999 = Brake concern: Brakes
were metal to metal with NO WARNING. Worn brakes low miles
Replaced Front brakes - Turned one Rotor and Replaced
one Rotor. Also Frozen Wheel Caps. Wheel Caps would not
come off. Replaced Frozen Wheel Caps. (11,000 miles) + Rotors
(4) 4th Time = Sept. 1, 2002 - 21,000 miles = Brakes have a
history of vibrating and the car shakes as in the past.
Dworkin checked it and said a bulletin came out for Bad
Rotors on this make/model. They have the Brake Rotors
and Front Brake pads on order for the 4th time.
Said they will call me when the parts come in. My
concern is the only warning the car is giving me is a shaking
sensation and when I bring it to the dealer it is already metal to
metal.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

