

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

21-SEP-2000

Od\_or

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up\_ltr

Reference No.

871176

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
	CHEVROLET	MALIBU	1999	

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"/> Motorbelt <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 03250000	Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM	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) _____ 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)


CONSUMER STATE WHILE TRAVELLING 450MPH WHEN DEPRESSING THE BRAKES THE STEERING WHEEL WOULD START VIBRATE IN RESULT THE ROTORS NEED TO BE REPLACE. DLR HAS BEEN CONTACTED PLEASE PROVIDE FURTHER INFORMATION.

CONTINUED 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.

RECEIVED

00:00:25 PM 2-1-00 Form Approved O.M.B. No. 2127-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p><b>FOR AGENCY USE ONLY 231</b></p>	
		<p>Date Received <b>21-SEP-2000</b></p>	<p>Od_or rt_dt ed_rt up_tr</p>
<p>OWNER INFORMATION (Type or Print)</p>		<p>Reference No. <b>871176</b></p>	
<p>[Redacted]</p>		<p>Work No. [Redacted] Home No. [Redacted]</p>	

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.

Signature of Owner: [Redacted] Date: **10/3/00**

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) <b>1G1NE52M0K22</b>	Vehicle Make <b>CHEVROLET</b>	Vehicle Model <b>MALIBU</b>	Vehicle Year <b>1999</b>	Current Odometer Reading <b>17,900</b>	
Purchase Date <b>8-30-1999</b>	Dealer's Name <b>5057 Weber Chevrolet</b>		Engine Size (CID/CCL) <b>3.1L</b>	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <b>GRANITE CITY</b> State <b>IL</b> Zip Code <b>62040</b>		No. Cylinders		
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"/> Motor belt <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 Ut <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					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <b>03260000 03273000</b>	Part Name(s) <b>BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) Mileage at Failure(s) 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 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 <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage <b>N/A</b>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

**WHILE TRAVELING 50MPH WHEN DEPRESSING BRAKES STEERING WHEEL WOULD START VIBRATION. AS A RESULT, ROTORS NEEDED TO BE REPLACED. DEALR HAS BEEN CONTACTED 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.

763 Nth 37 Street  
East St. Louis, IL 62205  
October 16, 2000

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street SW  
Washington, DC 20590

Dear U.S. Department of Transportation

I am writing this letter to better inform you of the problems with my car. Since the time of purchase until now, I have had problems with the brakes. This will be the third time that I have complained about my brakes to the dealer.

The most recent incident with my brakes has caused a great deal of safety concern. While waiting for parts to come in from the manufacturer, my brake problems have gotten worse. The speed in which my steering wheel vibrates has decrease from 50 mph to 40 mph. The vibration is starting to cause other problems with my car. The car does not ride as smooth when driven at high speeds such as 55 to 60+ mph. I was also told that the car was safe to drive by the Chevrolet manufacturer and dealer. Also, the manufacturer informed me that the parts were on national back order. Therefore, it would take two or three months to receive the parts. If the problem progress, I will not be able to drive the vehicle on the highway.

I know something has to be done. Brake failure is a very serious problem. Not only does it involve my personal safety, it also is hazardous to fellow drivers on the roadway.

Cordially yours



6182743276

249187



MISSOURI'S LARGEST CHEVROLET DEALER

12015 OLIVE BLVD.
AT INTERSTATE 270
P.O. BOX 419009
ST. LOUIS, MISSOURI 63141-9009
(314) 567-3300

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 550 R MICHAEL MANSFIELD

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: 1999 CHEVROLET MALIBU, 1G1NE52M6X6225057, 5254/5258, 2447

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 30AUG1999, WAIT 15DEC99, 0.00, CASH, 15DEC1999

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 09:12 15DEC99, 10:09 15DEC99, DLR:03827

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A OWNER REPORTS HAS POOR BRAKE PERFORMANCE FROM 40 MPH DOWN WHEN IT DOES STOP SEEMS LIKE ANTI-LOC OPERATING CAUSE: COULD NOT DUPLICATE CONCERN H2505 MODULE, ELECTRONIC BRAKE AND TRACTION CONTROL (ABS& TCS) - REPLACE FOUR WHEEL ANTI-LOCK 272 WW FC: 9Z PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OF (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

5258 TEST DROVE VEHICLE. ANTI-LOCK BRAKES ARE OPERATING AS DESIGN AND INTENT. SCAN SYSTEM, NO CODES. CHECKED BRAKE FLUID LEVEL-GOOD. INSPECTED BRAKE SYSTEM, NO PROBLEM FOUND.

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Have a Safe and Happy Holiday Season
From our Family to Yours
Holiday gifts available online at
www.weberchevrolet.com
Your Weber Service Team
\*\*\*\*\*

IMPORTANT
You may receive a customer satisfaction Survey from GM in the next few weeks. If for any reason you can't grade us (Completely Satisfied) please contact our Service Mgr. Your satisfaction is our main concern. Thank You WEBER CHEVROLET (314) 567-3300

Table with columns: DISCLAIMER OF WARRANTIES, DESCRIPTION, TOTALS. Includes GM logo, Goodwrench Service Plus, Thank You!, and a list of charges (LABOR, PARTS, GAS, OIL, LUBE, SUBLET, MISC. CHARGES, TOTAL CHARGES, LESS, SALES TAX, PLEASE PAY THIS AMOUNT).

MISCELLANEOUS SUPPLIES AND MATERIAL: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY

6182743276

261863



MISSOURI'S LARGEST CHEVROLET DEALER

12015 OLIVE BLVD.  
AT INTERSTATE 270  
P.O. BOX 419009

ST. LOUIS, MISSOURI 63141-9009  
(314) 567-3300

\*INVOICE\*

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 738 JAMES D RUESING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T	
	1999	CHEVROLET MALIBU	1G1NE52M6X6225057		12532/12542	T27	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
30AUG1999			WAIT 06JUN00		0.00	DCC	06JUN2000
R.O. OPENED	READY	OPTIONS: DLR:03827					
08:42 06JUN00	10:53 06JUN00						

LINE	DECODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHEVROLET PROFESSIONAL LUBE, OIL, FILTER SERVICE***INCLUDES FREE 27 POINT VEHICLE INSPECTION AND FREE TOP OFF OF FLUID LEVELS***						
	1015 PERFORMED PROFESSIONAL LUBE, OIL, FILTER SERVICE, INCLUDING 27 POINT VEHICLE INSPECTION.						
				935	CCS	12.22	12.22
	1	25010792	OIL FLTR			5.86	4.50
	5	2345615	OIL 5W30B			1.10	5.50
PARTS:	10.00	LABOR:	12.22	OTHER:	0.00	TOTAL LINE A:	22.22

12542 LOF COMPLETED

\*\*\*\*\*

B CUST STATES VIBRATION WHEN BRKING REPAIR

CAUSE: OUT OF ROUND

HD127 ROTOR ASSEMBLY - R&R OR REPLACE FRONT BOTH

935 WW

FC: 4N PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

04

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

12532 FRONT BRAKE ROTOR PHILSATION WHEN AT HIGHWAY SPEEDS. REMOVED ROTORS AND RESURFACED ROAD TESTED VEHICLE COMPLETED

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Thank you for selecting Weber Chevrolet for your service needs...

Unique and Collectible items @

www.weberchevrolet.com

Your Weber Service Team

\*\*\*\*\*

 <b>Goodwrench</b> Service <i>Plus</i>  <i>Thank You!</i>	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
	<p>The factory warranty constitutes all of the warranties with respect to the sale of this automobile. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of used products.</p> <p>To our customers: We have found it is not practical to itemize the many miscellaneous supplies and materials used in each repair job. To do so would significantly add to our costs and also charges. A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 5% of the total labor charge, up to a maximum of \$25.00. This will be shown in the totals section of this invoice. Experience has shown that our average charge covers the highest minimum of these items resulting in a saving to our customers. A description of some of the materials used in the repair of your vehicle is listed at the bottom of this invoice.</p>	LABOR AMOUNT	12.22
CUSTOMER SIGNATURE	PARTS AMOUNT	10.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	2.08	
	TOTAL CHARGES	24.30	
	LESS	5.00	
	SALES TAX	0.65	
	PLEASE PAY THIS AMOUNT	19.95	

MISCELLANEOUS SUPPLIES AND MATERIAL. A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, plus aerospray, snafac, solvent, pads, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY