Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY 436	
Date Received 16-NOV-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
Reference No. 875073	

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1NE52M0W6245884	CHEVROLET	MALIBU	1998	

Purchase Date
☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
03250000 03270000	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	| |Yes | |No	| | 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

DEALER HAD TO REPLACE FRONT BRAKES AT 16000 MILES. BRAKE PADS REPLACED & TURNED ROTORS. AT 22,00 MILES, THEY REPLACED ROTORS AT NO CHARGE. AT 31,000 MILES, THEY HAVE WARPED AGAIN. STEERING WHEEL SHOOK REAL BADLY. PROBLEM HAS NEVER BEEN FOUND, BUT THEY WILL NOT COVER THE COST. "AK

CONTINUE ON BACK IF NEEDED

Form Approved. O.M.B. No. 2127-0008

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 436

Date Received: 16-NOV-2000

Od_or
rt_dt
od_rt
up_ltr

Reference No. 875073

OWNER INFORMATION (Type or Print) 656935

[redacted]

Work Number
Home Num [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a[redacted]e your name and address to the vehicle manufacturer.

Signature of Owner [redacted] Date 12/1/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located on driver's side of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1NE52M0W6245884	CHEVROLET	MALIBU	1998	31,000

Purchase Date: 7-31-98
☒ New ☐ Used

Dealer's Name: FITZGERALD AUTO MALL INC
City: Frederick State: MD Zip Code: 21702

Engine Size (CID/CC/L): ____
No Cylinders: 6

☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
03250000 03270000	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM ROTORS	☒ Left ☒ Right ☒ Front ☐ Rear	☒ Original AND ☒ Replacement

No of Failures: 3

Date(s) of Failure(s): [redacted] 5-12-99 | 5-4-00 | 11-21-00
Mileage at Failure(s): 10,619 | 22,337 | 31,502
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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

DEALER HAD TO REPLACE FRONT BRAKES AT 16000 MILES. BRAKE PADS REPLACED & TURNED ROTORS. AT 22,00 MILES, THEY REPLACED ROTORS AT NO CHARGE. AT 31,000 MILES, THEY HAVE WARPED AGAIN. STEERING WHEEL SHOOK REAL BADLY. PROBLEM HAS NEVER BEEN FOUND, BUT THEY WILL NOT COVER THE COST. *AK

TURN OVER ↗ THIS IS WRONG

CONTINUE ON BACK IF NEEDED

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.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* 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) I Bought car new 7-31-98. At 5-12-99 had to ~~[illegible]~~ Have Rotors Turned Because The were so Badly warped, only 10,617 miles on car. When I put The Brakes on The car was All over The road Hard To control. Then at 5-4-00 and 22,242 miles. The Rotors warped again and car was Hard To control when Brakes Applied so Fitzgerald Replaced Front Rotors. G. Motors said To do This as a one Time Thing. New Type of Rotors.

Then on 11-21-00 and 31,502 miles which is only 5,260 miles From The last Brake job, They Fitzgerald & General Motor as per John Grap - G.M. District Manager Replaced Rotors & Brake Pads Again Because They were warped Badly again and car hard To control. They made me pay The Labor This Time $172.00 ~~[illegible]~~ witch is wrong. The Trouble as far as I see it has Never Been Fixed, only Temporaly

☆ U.S. G.P.O.: 1992 - 623-697/60086

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L 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

Fitzgerald AUTO MALL, Inc.

(301) 696-9200
114 Baughman's Lane, Frederick, MD 21702 1-800-4AUTOMALL
www.fitzgeraldautomall.com

Goodwrench Service Plus · Chevrolet · Cadillac · Volkswagen · Mazda · Saab · Goodyear · Jeep

We want your business.

GET REAL. GET MOPAR.

YOU MAY BE SURVEYED BY THE MANUFACTURER EITHER BY PHONE OR MAIL. THESE ARE OUR PERSONAL REPORT CARDS & WE WOULD LIKE TO EARN AN EXCELLENT RATING. IF YOU CANNOT COMPLETE THE SURVEY AS DESIRED, PLEASE CONTACT YOUR TEAM SERVICE MANAGER SO WE MAY HAVE THE OPPORTUNITY TO EARN AN EXCELLENT RATING.

FIRST TIME BRAKES-ROTORS-TURNED 5/12/99 - 10,617

Repairs charged for were needed and performed. All parts listed below are new unless identified U - Used or R - Rebuilt. Labor charges are computed by flat rate measure and are based on industry sources and do not reflect the actual time required to perform repairs. This vehicle has been tested and in my opinion the work was performed satisfactorily.

[redacted]

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
52478	JAMES BROIS 977	300	05/04/00	CDCS304974
	LABOR RATE 76.00 / LICENSE NO. / MILEAGE IN 22237		COLOR DARK CARMIN	STOCK NO. 624588
	YEAR/MAKE/MODEL 98/CHEVROLET/MALIBU/LS SEDAN		DELIVERY DATE 07/31/98	DELIVERY MILES 283
	VEHICLE ID NO. 1G1 NE52 2W0 612 [redacted]		SELLING DEALER NO. FAN	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		P.O. DATE 05/01/00	AUTH.
	EM LOANER YES			MILEAGE OUT 22242

LABOR & PARTS

J# 1 10CVZLOANER	LOANER CAR	UNITS: 0.00	TECH(S):BL00	0.00

OWNER REQUESTED FITZGERALD LOANER CAR
NEEDED TRANSPORTATION
PROVIDED TRANSPORTATION

PARTS QTY FP NUMBER DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 40CVZ	LIGHTING	UNITS:	TECH(S):BL00	WARRANTY

CUSTOMER STATES BRAKE LIGHT AND BACK UP LIGHT INOP D/S
NEW BULBS WERE PUT IN DID NORTT EFFECT
OPEN IN SYSTEM
REPAIRED OPEN TO BACK UP LIGHT

PARTS QTY FP NUMBER DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 03CVZNOISE	NOISE IN REAR END	UNITS: 0.60	TECH(S):FE00	WARRANTY

CHECK VEHICLE FOR NOISE IN REAR AXLE OR SUSPENSION
SQUEEKING NOISE IN REAR
NOISY
REPOSITION RIGHT AND LEFT REAR COIL SPRINGS

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

J# 4 05CVZVIB	BRAKE VIBRATION	UNITS:	TECH(S):BL00	WARRANTY

CHECK VEHICLE FOR VIBRATION WHEN BRAKES ARE APPLIED
ROTORS EXCESSIVE RUNOUT
REPLACE FRONT BRAKE ROTORS
ONE TIME ONLY GOODWILL ADJUSTMENT REFER TO R.O.#272652

PARTS QTY FP NUMBER DESCRIPTION	UNIT PRICE
JOB # 4 2 18026042 ROTOR 0.809	WARRANTY
JOB # 4 TOTAL PARTS	0.00
JOB # 4 TOTAL LABOR & PARTS	0.00

AUTOMOTIVE FAMILY

LIMITED EXPRESS-WARRANTY. 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.
ALL ADJUSTMENT WORK MUST BE PERFORMED AT FITZGERALD AUTO MALL, Inc.

In addition to the written warranty, the manufacturer warrants through it's dealer most parts and accessories for a period of **12 months or 12,000 miles**, whichever occurs first. Also, General Motors, through the Goodwrench Service Plus program will carry a **lifetime warranty** on certain General Motors parts and accessories. This warranty does not cover the reimbursement of labor costs on any over-the-counter parts sale. Please see dealer for a copy of the terms and conditions of this warranty.

FORM FRA-2-INV

[CONTINUED ON NEXT PAGE]

11:50:41

Fitzgerald AUTO MALL, Inc. (301) 696-9200

114 Baughman's Lane, Frederick, MD 21702 1-800-4AUTOMALL
www.fitzgeraldautomall.com

Goodwrench Service Plus | CHEVROLET | Cadillac | mazda | SAAB | Jeep

We want your business. GOODYEAR GET REAL. GET MOPAR.

YOU MAY BE SURVEYED BY THE MANUFACTURER EITHER BY PHONE OR MAIL. THESE ARE OUR PERSONAL REPORT CARDS & WE WOULD LIKE TO EARN AN EXCELLENT RATING. IF YOU CANNOT COMPLETE THE SURVEY AS DESIRED, PLEASE CONTACT YOUR TEAM SERVICE MANAGER SO WE MAY HAVE THE OPPORTUNITY TO EARN AN EXCELLENT RATING.

Repairs charged for were needed and performed. All parts listed below are new unless identified U - Used or R - Rebuilt. Labor charges are computed by flat rate measure and are based on industry sources and do not reflect the actual time required to perform repairs. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
52478	JAMES BROWN 977	304	11/22/00	CUC5325369

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR	STOCK NO.
74.00		31500	DARK GARNET	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
98/CHEVROLET/MALIBU/LS SEDAN	07/31/98	283

VEH ID.	SELLING DEALER NO.	PRODUCTION DATE
1 1 E W 0 6 4 8 4	7911	

P.T.E. NO.	P.O. NO.	R.O. DATE	AUTH.
		11/21/00	

		RELEASE OUT
54 LOANER LS		PROM 31502

LABOR & PARTS

JOB 1 ECCV7 LOANER LOANER CAR UNITS: 0.00 TECH(S):80.00 0.00
OWNER REQUESTED FITZGERALD LOANER CAR
NEEDED TRANSPORTATION
PROVIDED TRANSPORTATION

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

JOB 2 OSCV21 BRAKES UNITS: TECH(S):80.00 WARRANTY
INSPECT FOR BRAKES SQUEAL
VIBRATION
REPLACE ROTORS AS PER JOHN DEAR BM #SM
CUSTOMER PAYS FOR LABOR AND PADS, SEE LINE 5
LAST TIME REPLACEMENT
UNDER WARRANTY

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	2	18600442	ROTOR 5.809	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

JOB 3 27CV4 WHEELS AND TIRES UNITS: TECH(S):80.00 0.00
CUSTOMER STATES TIRE CENTERS WEARING OUT
TIRES UNDER INFLATED AND LACK OF ROTATION
NO WORK DONE

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

JOB 4 46CV2 RADIO SYSTEM UNITS: TECH(S):80.00 WARRANTY
CUSTOMER STATES RADIO HAS POOR RECEPTION
ANTENNA CONNECTION LOOSE
TIGHTEN ANTENNA [illegible] WIRE

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

JOB 5 42GCV2FR1 BRKJOB FRONT BRAKE JOB UNITS: TECH(S):80.00 120.00
PERFORM FRONT BRAKE JOB
WORN
REPLACE FRONT BRAKE PADS, MACHINE FRONT ROTORS

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	18039670	PAD KIT S.017	54.50	54.50
			JOB # 5 TOTAL PARTS		54.50
			JOB # 5 TOTAL LABOR & PARTS		174.50

LIMITED EXPRESS WARRANTY. 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.
ALL ADJUSTMENT WORK MUST BE PERFORMED AT FITZGERALD AUTO MALL, Inc.

In addition to the written warranty, the manufacturer warrants through it's dealer most parts and accessories for a period of **12 months or 12,000 miles**, whichever occurs first. Also, General Motors, through the Goodwrench Service Plus program will carry a **lifetime warranty** on certain General Motors parts and accessories. This warranty does not cover the reimbursement of labor costs on any over-the-counter parts sale. Please see dealer for a copy of the terms and conditions of this warranty.

FORM FRA-2.INV

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