



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 758**

Date Received

**29-JAN-2001**

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_lfr \_\_\_\_\_

Reference No.

**879178**

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 on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
<b>1G1NE52J8X6200793</b>	<b>CHEVROLET</b>	<b>MALIBU</b>	<b>1999</b>	

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <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	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>08500000</b>	Part Name(s) <b>ELECTRICAL SYSTEM:IGNITION</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) <b>01-APR-1999</b> Mileage at Failure(s) <b>16000</b> 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

**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)**

**VEHICLE WILL STALL AT ANY TIME. CONSUMER HAS BEEN TO ARBITRATION, BUT WAS TOLD THERE WAS NO PROOF OF VEHICLE STALLING, AND NOTHING WOULD BE DONE. \*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.

<p style="text-align: center;"><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: right;"><b>FOR AGENCY USE ONLY 758</b></p> <p>Date Received: <u>29-JAN-2001</u></p> <p>Office: <u>OFFICE OF INVESTIGATION</u></p> <p>Reference No.: <u>879178</u></p>
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<b>OWNER INFORMATION (Type or Print)</b>	
<div style="background-color: black; width: 100%; height: 100%;"></div>	670269
Work Number	
Home Number	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO

In the absence of your name and address to the vehicle manufacturer.

Signature of Owner:  Date: 2/23/01

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
<u>1G1NE52J8X6200733</u>	<u>CHEVROLET</u>	<u>MALIBU 2.8</u>	<u>1999</u>	<u>17865</u>

Purchase Date <u>March, 1999</u>	Dealer's Name <u>Mirak Chevrolet</u>	Engine Size (CID/CC/L) <u>3.1</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>Colington</u> State <u>Md</u> Zip Code <u>02174</u>	No. Cylinders <u>6</u>	

Transmission Type	Antilock Brakes	Recall System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <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 <u>08500000</u>	Part Name(s) <u>ELECTRICAL SYSTEM:IGNITION</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement

No of Failures <u>3 times</u>	Date(s) of Failure(s) <u>(1<sup>st</sup>) 01-APR-1999 (2<sup>nd</sup>) 05-05-2000 (3<sup>rd</sup>) 29-01-2000</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) <u>15000 to 18000 3rd time 40000 1st time</u>		
	Vehicle Speed at Failure(s) <u>approx 30 to 50 miles per hour</u>		

**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)**

**VEHICLE WILL STALL AT ANY TIME. CONSUMER HAS BEEN TO ARBITRATION, BUT WAS TOLD THERE WAS NO PROOF OF VEHICLE STALLING, AND NOTHING WOULD BE DONE. \*AK**

*I am enclosing a copy of the letter I have sent to the President and CEO of General Motors which describes the details of the failures I am experiencing.*

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.



March 1, 2001

Mr. Richard Wagoner, Jr.  
President and CEO  
General Motors Corporation  
100 Renaissance Center  
Detroit, MI 48243

Dear Mr. Wagoner:

In March, 1999, I purchased a new 1999 Chevrolet Malibu LS (VIN # 1G1NE52J8X6200733) at Mirak Chevrolet, Arlington, Massachusetts. Since that time, I have experienced three life-threatening situations with this vehicle. The vehicle, without any warning at all, simply dies out (shuts down, causing a loss of my steering and braking ability). This condition has occurred at different locations, different weather conditions, and, at different rates of speed.

This event has happened three times since the vehicle was purchased. The first time, was within a week of my taking ownership of the car (April, 1999); and, then it didn't occur again until one and one-half years later. At that time, though, when it did happen, it occurred twice in less than a period of one-week (October 25, 2000, and October 29, 2000).

I have returned the car to Mirak Chevrolet, and, have asked them to investigate the cause of the condition. Each time, they have returned the car to me stating they can't duplicate the problem; and, the onboard computer isn't registering the stall outs. I have asked them to replace the onboard computer, and test the electrical wiring; and, they have refused to do both. On November 15, 2000, I contacted Mr. George Warner, Service Manager, Davidson Chevrolet, Malden, Massachusetts, and requested a "second opinion". He refused to take my vehicle for a second inspection, which, in my mind, denies me my rights under my new car warranty.

Being very unhappy with the response from both dealerships, I contacted the Better Business Bureau and filed a claim with them; and, on December 4, 2000, a hearing took place. Unfortunately, the outcome of which was not to my satisfaction. Simply stated, because they can't find what is wrong, it isn't or shouldn't be construed to be my problem; nor, does it mean there isn't a serious, safety problem with this car. What is it going to take, me or someone else, to suffer serious injury, or possibly loss of life, before some corrective action is taken? As you are well aware, Firestone didn't think they had any problems, either. However, due to ignoring an unsafe situation, they are now facing major litigation because of it.

I paid in excess of \$20,000.00 for my car; and, it now appears General Motors Corporation doesn't want to stand behind their product; leaving me with nothing, but a potential accident waiting to happen. I find it to be pretty sad, when you purchase a new car in good faith; and, you have to be literally scared to death, with no pun intended, to drive it.

Not only am I displeased with what has happened with this car, which I loved before this all took place; but, I'm also very displeased with your company, and the manner in which they have handled this entire situation.

On several occasions during the time these events had taken place, I contacted your Customer Service Department, with absolutely no satisfaction. Each time I talked with them, I was told they had to research it, and I would be contacted. Just for your information, if I hadn't filed a claim with the BBB, I still, to this day, wouldn't have heard from anyone in General Motors.

I am enclosing a copy of an article from my local newspaper, *The Boston Globe*, which states other car manufacturers, Chrysler & Volkswagen, have experienced the same exact problem as I have. It is interesting to note that, in the article, Volkswagen had been willing to do something for their consumer; as a goodwill gesture. You would think that General Motors might want to follow their lead, and do the same.

I have been considering alerting others of this problem on a wide scale basis; and, the lack of cooperation I have received from GMC. However, before taking such a drastic measure as this, it is my hope, we may be able to reach a satisfactory solution to this matter; hopefully, before me, my passengers, or, an innocent person is severely injured, or even possible loss of life occurs.

I would appreciate it very much, if you could please contact me with regard to this matter, either by mail, at the address above; or, by telephone, at work [REDACTED], or at home, after, 5:30 p.m. [REDACTED]

I appreciate your attention to this matter, and, thank-you in advance, for your assistance.

Sincerely,

[REDACTED]

(Enclosures)

cc: National Highway Traffic Safety Administration