

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 758	
OWNER INFORMATION (Type or Print)				Date Received 20-FEB-2001	Od or n_d od_r up_tr
[Redacted] 675409				Reference No. 880831	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature and address to the vehicle manufacturer.				<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Signature of Owner [Redacted]				Date 3/24/2001	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1ND52MXX5115289		CHEVROLET	MALIBU	1999	59,106
Purchase Date	Dealer's Name		Engine Size (CID/CYL)	<input type="checkbox"/> Turbo	<input type="checkbox"/> Diesel
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Potomkin Chevrolet			<input type="checkbox"/> Gas	<input type="checkbox"/> Fuel Injection
City Miami Lakes State FL Zip Code		No Cylinders			
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
<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 type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <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
Vehicle Type		Body Style			
<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	Part Name(s)	Location		Failed Part(s)	
06210000 06230000 06212000	ENGINE COOLING SYSTEM:RADIATOR ENGINE COOLING SYSTEM:PUMP:WATER FUEL:CARBURETOR:UNKNOWN TYPE:MANFOLD:INTAKE	<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?	NHTSA Previously Contacted?
	15-FEB-2001	59000		<input type="checkbox"/> Yes <input type="checkbox"/> No	<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	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)					
ALTERNATOR REPLACED. DEALER THOUGHT WOULD REMEDY STALLING/COOLANT LEAK AT 38000 MILES. MANUAL SAID NO MAINTENANCE NEEDED UNTIL 150000 OR 5 YEARS. DEALER TOLD HER TO REPLACE COOLANT, IT KEPT LEAKING. FINALLY, DEALER FOUND CRACK IN INTAKE MANIFOLD, REPLACED THAT. WATER PUMP WAS REPLACED DUE TO LEAKING.					
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 12, 2001

To NHTSA:

Problems with my 1999 Malibu - 59,000 miles.

Air Conditioner	blows out hot air, this problem has persisted since I drove the car off the dealers lot the day it was bought.
Coolant leakage	since the car had 35,000 miles.
Defective battery	battery cable snapped off due to corrosion at 40,000 miles causing me to be stranded in the dark, by myself, 2000 miles from home, mechanic told me this was a factory defect and this could have caused the battery to explode.
Coolant sensor	replaced after dealer had told me to replace coolant for several thousand miles.
Intake manifold	two days after sensor was replaced, my mechanic told me the intake manifold was cracked due to a manufacture defect. Dealer replaced intake manifold (did not charge me for the intake manifold).
Water Pump	six weeks after replacement of intake manifold, coolant was still leaking from tank. Was told by dealer that water pump needed replacing. two weeks later coolant was still leaking from tank and I was told by the dealer not to fill to line that manufacture suggested, but to new line two inches below that. no leaking of coolant since then.
Alternator	my car stalled twenty feet from a railroad track and would not start. Alternator was replaced by mechanic.

[REDACTED]

January 11, 2001

Mr. G. Richard Wagoner, Jr.
President and Chief Executive Officer
General Motors
P O Box 33170
Detroit, MI 48232

Dear Mr. Wagoner;

First, I would like to say that Chevrolet's customer service has provided me with fairly good personal service, however I am still not satisfied with my 1999 Chevrolet Malibu. I have had problems since the day I bought it, when the AC started blowing hot air. The problems with the car have continued and this has made me an angry and agitated customer.

Around March 2000, I contacted your Potamkin Chevrolet and explained that the coolant indicator light went on and the car looked like it was low with coolant. I was confused because both the manual and the instructions on the coolant container say that no maintenance (preserve or repair when looked up in dictionary) is needed until 150,000 miles or 5 years and my car only had 35,000 and was less than 2 years old. The dealer instructed me to add the correct coolant (Dex-Cool), which I did.

In August 2000, while on vacation, the indicator light when on again. I called a dealer who instructed me to add coolant again and it would be fine. I continued to check the coolant regularly. On October 5th, the light went on again and stayed on. I took by car to a certified mechanic who informed me that it was a coolant temp sensor in need of replacing. Two days later I was back again, this time they informed me they found a crack in the manifold. They said this was a factory defect and instructed me to call my dealer.

I spoke with Nicole in your executive office and she said the word of my certified mechanic was not good enough, that I would have to get a Chevrolet dealer to diagnosis this problem. I contacted Ed Morse Chevrolet in Sunrise (it was the closest dealer and my car would have to be towed). I informed them my car had a possible defect in the manifold and they refused to let me have my car towed there. The service director Rick Fore was rude and laughed as he more or less told me to get lost.

I contacted Carlos (whom has been extremely helpful) at Potamkin in Miami Lakes, who agreed to look at the car. After waiting five days, he contacted me and said that they could not find a crack in the manifold. I had to drive 25 miles to Potamkin, to show 5 (certified) mechanics where the problem was, the response was, OH THERE IT IS!!

I finally got my car back on October 19 and was happy that the manifold and other parts were replaced at N/C, however I felt that the bill to put my car back together should not

[REDACTED]

have been charged to me. I had already spent several hundred dollars because of this defect and felt that Chevrolet should pay these bills.

Additional labor to install manifold	Potamkin	\$233.72
Labor to take apart and diagnose	Kovac Automotive	206.70
Rental car	Enterprise	50.97
Towing car to Potamkin	Lucky towing	75.00

Five weeks later, I contacted Carlos at Potamkin and informed him that the container of coolant was almost empty. He informed me that this could be a air pocket. I brought the car to Potamkin on December 8th, the mechanic informed me that the water pump had a leak. I asked to see where it was leaking and the mechanic got mad when I insisted that I did not see a leak. I paid \$246.67 for the new water pump to be installed. I feel that this problem (if there was a leak) should have been detected when I had the intake manifold installed a few weeks earlier. When leaving, Potamkin drew a white mark on the coolant container showing where the coolant level should be. This is at least an inch and a half lower than indicated on there by the manufacturer, PLEASE EXPLAIN.

I have spoken with Kira, Judy, Nicole, and most recently with Wade Kirkland in December, from your executive office. They were very sympathetic and listened with concern to my problems, however I feel that they are trained to listen to the customers complaints and needs, but have no authority to react and solve the problem.

I am happy to say that I have not had this re-occurring problem with the coolant since December, but am still angry and feel this may not end. I have found several complaints made, regarding coolant and intake manifold leaks. These were found under Automotive Recalls and Technical Service Bulletins for 1999 and the NHTSA dated 19Feb99. And from what I read, this could just be the beginning of a huge problem. This is not the only problem, my AC has not worked properly since I bought the car and the brakes needed replacing early. A cable bolted too tight on the original battery caused the bolt to crack off. This was a dangerous situation, I was alone on vacation and stranded on a highway at night. The mechanic who replaced the battery also advised me that this battery could have exploded.

A 1999 car having less than 40,000 miles on it should not have the severe problems that I have endured. I want GM to refund my expenses \$566.39 resulting from a defective intake manifold. I also will not pay the bill for a water pump. I am angry and will not settle for anything else. I have been lied too and taken advantage of. PLEASE RESPOND WITH AN EXPLANATION AND A REFUND.

Unhappily yours,

[REDACTED]