

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 1-800-424-8393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK: ■

FOR AGENCY USE ONLY

Date Received

9/5/00

Reference No.

Color

rt-ar

od-rt

up-rt

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Recorded at bottom of windshield on driver's side)		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1GZND5277W6109181		Chevrolet	Malibu	1998	1998
VEHICLE MANUFACTURER					
☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other ☐ Daimler/Chrysler ☒ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW					
PURCHASE DATE	☐ New ☒ Used	DEALER'S NAME	CITY	STATE	ZIP CODE
Oct-98		Quality Motors	LAS VEGAS	NV	87701
ENGINE SIZE (CID/CC/L)	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM
NO. CYLINDERS 4	☐ Turbo ☒ Fuel Injection	☐ Diesel ☒ Gas	☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag ☒ Motorcyclist ☐ 3-Point Belt
CRUISE CONTROL					
☒ Yes ☐ No					
DRIVETRAIN	VEHICLE TYPE			DOORS	BODY STYLE
☒ Front ☐ Rear	☒ Car ☐ Minivan ☐ Truck ☐ Other ☐ Van ☐ Sport Utility ☐ Motorcycle			☐ 2-Door ☒ 4-Door	☐ Hatchback ☐ Sedan ☐ Pick Up Truck ☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Child Seat ☐ Electrical Lights & Alarms ☐ Engine & Cooling System ☐ Equipment ☐ Fuel System, Exhaust ☐ Heater, Defrost, Ventilation ☐ Interior ☐ Parking Brake ☐ Power Train ☒ Service Brakes ☐ Steering ☐ Structure ☐ Suspension ☐ Visual Systems ☐ Other	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	0	TIRE NAME	COMPLETE TIRE SIZE
	INCIDENT DATE	TIRE BRAND	
	98 thru 2000 cars	☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☐ Kelly Springfield ☐ Michelin ☐ Yokohama ☐ Other	
	MILEAGE AT INCIDENT	VEHICLE SPEED AT INCIDENT	
65 mph	65 mph		
FAILED PART(S)	NHTSA PREVIOUSLY CONTACTED?		
☐ Original ☒ Replacement	☐ Yes ☐ No		
HANDICAPPED ADAPTIVE	FAILED PART(S) AVAILABLE?		
☐ Yes ☒ No	☒ Yes ☐ No		

APPLICABLE INCIDENT INFORMATION

Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(es) on the back of this form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT	RESULT OF INCIDENT
	☐ Yes ☒ No	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9	☐ Wear/Corroded/Rust ☐ Wear/Poor Fit/Loose ☐ Cut/Torn ☐ Disconnect/Fel Off ☒ Engine/Poor Performance ☐ Excessive Effort	☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Stalls ☐ Sudden Acceleration
	FIRE	NUMBER OF FATALITIES		
	☐ Yes ☒ No	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9	☐ Noisy ☐ Leaks ☐ Short ☐ Locks/Sticks/Grabs ☒ Stiffness/Vibration ☐ Broken	

PLEASE DO NOT WRITE IN THIS AREA

01503

5000003 09/21/00

Narrative description of incident(s), failure(s), crash(es), location(s), and injuries: Include additional accidents if applicable.

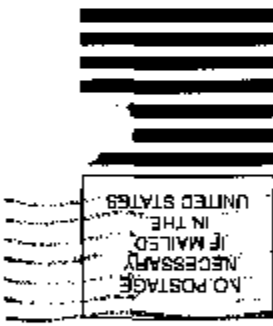
I purchased my Malibu in October of 98. I started taking my car into the dealer a month later due to faulty brakes, heavy vibration during driving, and heavy vibration during stopping. Dealership fixed the problem the first time lasted for 2 weeks and continued again. Fixed second time never stayed right. Dealership already has showed the rotors and replaced the brakes twice. Dealer is aware there are problems and has reported to the main personal office. Third time in July 2000 took it in, they wanted me to buy new rotors & brakes only because my car is no longer under warranty. I have already

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

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.

Mark Flanagan by NCS EW-225239-120432 1 18005 Printed in U.S.A.
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NHTSA Form 350 (Rev. 0/99)



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

20530+0001

Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., SW
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

had two failed incidents where my vehicle failed to stop while taking a exit to get home. I currently drive 60 to 65 mph due to the steering wheel and front end vibrating so much. I tried resolving this issue with my dealer, but nothing has come about. I can't afford to purchase another vehicle, and the cost of replacing the rotors and brakes every 6 months is very expensive. My car has 56,000 miles on it as of July 29, 000 due to the fact that it is now parked. I use the other older car to commute at least my children are safe in it. I know am not alone in this because everyone I talk to about their 98 malibu experience the same things.

