



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100147

Date Received

Repository

2003 APR 27 AM 9:18

Reference No.  
10017239

**OWNER INFORMATION (Type or Print)**

Name

Address

City

HUNTINGTON BEACH

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 05/05/02

**VEHICLE INFORMATION**

17 digit vehicle identification number located on top of hood or on driver's side

FILL IN

Make

CHEVROLET

Model

MALIBU LS  
Gold Edition

Model Year

1999

Date Purchased

09-04-99

Dealer's Name and Telephone Number

Showcase Chevrolet (714) 903-3100

Engine: 3100 SFI

No: Cylinders V6

Fuel Type:

Original Owner

Dealer's City

Westminster

State

CA

Zip Code

92683

Transmission Type

4-SPD  
Automatic  
With overdrive

Antilock Brakes

Cruise Control

Power Windows

Vehicle Component Code

010000 STEERING

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

15-MAR-2003  
08-03-01

Failure Mileage

33,625

Failure Speed

Steering rack & pinion leaking. Replaced rack & pinion, set alignment 8-3-01.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Brief Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE TURNING THE STEERING WHEEL BECAME HARD TO TURN. \*NLM

I took my car for an oil change to California Motors. The owner Joe Mchese told me I had a leak in the rack & pinion and to take car back where I purchased it to have it replaced. I took the car back to Showcase Chevrolet they told me there was no leak & gave me back my keys. They didn't take any information about the car to type up on invoice. They took the car to the service area & brought it back in 10 minutes. I was unhappy with Showcase & left with a leaking rack & pinion. My brother purchased a truck at Nicholas Chevrolet & told me they were very good in customer satisfaction & service. He told me to ask for Darin Preley.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-502 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

8-3-01 I went to Nicholas Chevrolet service department and saw Darin Peffley a service advisor. I told Darin the problem he took information about the car & me and typed up an invoice to sign. Darin Peffley was very thorough, patient, understanding, & Nice. 3) Replaced rack & pinion Set alignment.

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US 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 INTL. INV. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**