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Form Approved O.M.B. No. 2127-0009

FOR AGENCY USE ONLY

Date Received: Od-or
Reference No.: od-v
up-tr

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

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

USE #2 pencil or a blue or black ink pen only.
CORRECT MARK

STREET NO. [REDACTED] APT. NO. [REDACTED]
 CITY: White Plains STATE: NY
 ENTER ZIP CODE: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Yes No
 In the absence of a signature, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.
 SIGN: [REDACTED] DATE: 1/16/04

VEHICLE IDENT. NO. (VIN) (located at bottom of windshield on driver's side): 1G12T5484K
 VEHICLE MAKE: Chevrolet VEHICLE MODEL: Malibu MANUFACTURE DATE: ? MODEL YEAR: 2004

VEHICLE MANUFACTURER:
 BMW Ford Honda Nissan Subaru Volvo Other
 Daimler/Chrysler General Motors Hyundai Isuzu Toyota VW

PURCHASE DATE: 10/11/03 New Used
 DEALER'S NAME: Frank Chevrolet CITY: Sleepy Hollow STATE: NY ZIP CODE: [REDACTED]

ENGINE SIZE: [REDACTED] FUEL SYSTEM: Turbo Fuel Injection
 FUEL TYPE: Diesel Gas
 TRANSMISSION TYPE: Manual Automatic
 ANTILOCK BRAKES: Yes No
 RESTRAINT SYSTEM: Driverside Airbag 2-Point Belt
 Passengerside Airbag Motorbelt
 3-Point Belt
 CRUISE CONTROL: Yes No

DRIVETRAIN: Front 4-Wheel Rear
 VEHICLE TYPE: Car Minivan Truck Other
 Van Sport Utility Motorcycle
 DOORS: 2-Door 4-Door
 BODY STYLE: Hatchback Pick Up Truck Sedan Stationwagon

- 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 Key sticks in ignition on cold days

NO. OF FAILURES:
 1 2 3 4 5 6 7 8 9 10

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

INCIDENT DATE: 11/03 - 1/04
 MILEAGE AT INCIDENT: 600 or so
 VEHICLE SPEED AT INCIDENT: 25
 FAILED PART(S):
 Original Replacement

TIRE NAME: [REDACTED] COMPLETE TIRE SIZE: [REDACTED]
 TIRE BRAND:
 BF Goodrich
 Cooper
 Firestone
 Goodyear
 Kelly Springfield
 Michelin
 Yokohama
 Other

HANDICAPPED ADAPTIVE: Yes No
 FAILED PART(S) AVAILABLE?: Yes No
 NHTSA PREVIOUSLY CONTACTED?: Yes No

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.

CRASH: Yes No
 FIRE: Yes No

NUMBER OF PERSONS INJURED: [REDACTED]
 NUMBER OF FATALITIES: [REDACTED]

CAUSE OF INCIDENT:
 Wear/Corroded/Rust
 Weak/Poor Fit/Loose
 Cut/Torn
 Disconnect/Fall Off
 Erratic/Poor Performance
 Excessive Effort
 Noddy
 Leaks
 Short
 Loose/Sticks/Grabs
 Stability/Vibration
 Broken

RESULT OF INCIDENT:
 Explosion/Fire
 Loss of Control
 Poor Visibility
 Inadvertent Start
 Rollover
 Stalls
 Sudden Acceleration

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

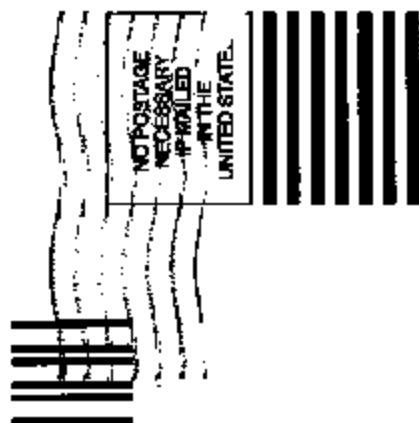
Within the first month of purchase (1993) during first cold days, my key will get stuck in ignition upon putting car in park & turning OFF engine. I must first thoroughly warm up car before the key will come out! Then in late 11/03 to present (1/04) on cold starts, the power steering will stop working either immediately after backing out of driveway or several blocks from home. This caused me to struggle to steer the car to the side of the road. After waiting 10 or more minutes to warm the car, the power steering will work again. I never know when it will cut out. You shouldn't have to warm a car up this long to be able to drive in safety.

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

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.

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HS Form 350 (Rev. 8/99)



BUSINESS REPLY MAIL

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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

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



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



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National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

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