



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

FOR AGENCY USE ONLY 252

Date Received

21-JUN-2004

Repository

PH 7-54
Reference No.
10079602

OWNER INFORMATION (Type or Print)

Name

Address

City CULPEPER

State VA

Zip Code

Daytime Telephone Number

Evening Telephone Number

Do you authorize NHTSA
In the absence of an
Signature of Owner

of your vehicle? YES NO
address to the vehicle manufacturer.

Date 7/8/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1G1ZU64814F

Make

CHEVROLET

Model

MALIBU

Model Year

2004

Date Purchased

4/26/04

Dealer's Name and Telephone Number

CHAMPION CHEVROLET 547-3701

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

CULPEPER VA

State

Zip Code

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

~~REDDO~~

Vehicle Component Code

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-JUN-2004

Failure Mileage

2100

Failure Speed

35

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: DOTM189ABC038)

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

0

Number of Deaths

0

Reported to Police

N

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; key parts repaired or replaced (and if old part is available).

WHILE DRIVING STEERING LIGHT FLASHED ON THE DASHBOARD, AND STEERING COLUMN WAS HARD TO STEER. CONSUMER PULLED OVER. THEN, CONSUMER TURNED OFF THE VEHICLE AND RESTARTED. STEERING LIGHT DID NOT APPEAR ON THE DASHBOARD. CONSUMER DROVE THE VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC INFORMED CONSUMER THAT THE DIAGNOSTIC MACHINE WAS NOT AVAILABLE. MECHANIC RECOMMENDED THAT CONSUMER CALL FOR AN APPOINTMENT TO BRING THE VEHICLE IN FOR TESTING. ALSO, CONSUMER INFORMED THE MECHANIC THAT THIS PROBLEM OCCURRED MORE THAN ONCE. *AK

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 responses 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.

**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).**