



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 100146

Date Received

Repository

2004 SEP AUG 2004 9: 50

Reference No.
10087588

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City WILSONS State VA Zip Code _____

Nextline 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 authorized NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) 1G1ZU54834F Make CHEVROLET Model MALIBU Model Year 2004

Date Purchased April 2004 Dealer's Name and Telephone Number Dominion South Park Engine: No. Cylinders 6 Fuel Type: GAS
Original Owner Dealer's City Colonial Heights State VA Zip Code 23834

Transmission Type AUTOMATIC Antilock Brakes Powertrain _____
 Cruise Control Vehicle Component Code 01000 STEERING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-AUG-2004 Failure Mileage 7300 Failure Speed 25

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: DOTMALSABC036) 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; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING 25 MPH ENGINE SERVICE LIGHT CAME ON. AS A RESULT STEERING FAILED WITHOUT WARNING. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 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.

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

On August 6th of this year, while traveling in a 25 mph zone, the service engine light chimmed and flashed on the instrument panel. As I tried to maneuver the vehicle to the side of the road, it was then that I noticed the steering failed. I turned the car off, then on and everything went to normal. This scenario continued 2 more times before managing to get myself home.

August the 6th was a Friday. Since the dealer was not open for service on the weekend, I waited til that next Monday to call in my complaint. The service writer informed me of a bulletin that was put out only after the dealers



US Department of Transportation

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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, NVS-216
400 7th Street, SW
Washington, DC 20590



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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE



towed my car in for service. This
such bulletin requests a replacement
of a sensor in the column shaft.
The dealership has replaced this
sensor.