



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-2411
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

41
80-AUG-2004

Repository

Reference No.
10089881

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City FLINT State MI 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 1/1

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1ZU54864F _____
Make CHEVROLET Model MALIBU Model Year 2004
Date Purchased 04-SEP-03 Dealer's Name and Telephone Number RANGLY WISE 785-4011
Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City Flint State MI Zip Code 48505
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 021000 SUSPENSION:FRONT Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-SEP-2003 Failure Mileage 40 Failure Speed Replaced steering shaft

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/66R15) _____
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: _____
The 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).

A KNOCKING/CLICKING NOISE CAME FROM THE STEERING WHEEL/COLUMN WHEN TURNING. VEHICLE HAD BEEN TO THE DEALER, AND DEALER REPLACED AN UNKNOWN PART ON THE DRIVER'S LEFT FRONT SIDE. BUT PROBLEM RECURRENT. *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.