



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received

04-OCT-2004

Repository

Reference No.
10084978

OWNER INFORMATION (Type or Print)

Name

Address

City

DISTRICT HEIGHTS

State

MD

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?
In the absence of your signature or address to the vehicle manufacturer. YES NO
Signature of Owner: _____ Date: 10/21/04

VEHICLE INFORMATION

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

1G17U5483F

Make

CHEVROLET

Model

MALIBU

Model Year

2004

Date Purchased

12/13/03

Dealer's Name and Telephone Number

Fox Chevrolet (410)667-6666

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

TIMONUM 1

State

MD

Zip Code

21093

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

020000 SUSPENSION

Multiple Failure: 1 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-AUG-2004

Failure Mileage

5000
3,006

Failure Speed

Any

Steering wheel jerking back and forth turning wheels while driving changing direction

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM19ABC098)

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

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 STEERING WHEEL VIBRATED OUT CONTROL TO THE POINT IT FELT LIKE THE STEERING WHEEL WAS GOING TO JUMP OUT OF THE WINDOW. WHEN MAKING RIGHT TURNS CONSUMER COULD HEAR A CLICKING SOUND. TOOK THE VEHICLE TO THE DEALER. THEY REPAIRED THE STEERING PROBLEM. HOWEVER.. THE NOISE PROBLEM RECURRED. *AK
I first went to Oursman Chev, and was told that nothing was wrong with my steering wheel. 8/19/04 I returned 8/18/04 steering column replaced
I returned again because of clicking sound when turning steering wheel. I was told that the Sirt column was no good & had another steering column replaced. I ask the General mgr from Fox Chev he told me to go to THE SERVICE who repaired my car to call GMC to replace my car.

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.

10/21/04

U.S Department
Of Transportation
National Highway
Traffic Safety Adm.

To Whom It May Concern:

This is a continuation of the jerking steering wheel. I first spoke Miki Holms from fox Chevrolet about my problem and he stated that he could not take the car back but he could give me a trade in. I said to him this is not my fault the this car has a manufacturing defect and I want my money back. I would lose money on the trade in for something that was not my fault. This conversation started sometime in October once I found out that the steering column had to be replace. The second time my steering column had to be replace because I was told it was no good. I spoke with Tim Cypress the general manager of Fox Chevrolet located at 60 E. Pandonia Road Timonium, MD 21093 (410)-676-6666 on October 6th or so. Tim stated that it would be almost impossible to give me my money back or a new car. Tim told me to go back where the service was performed and have them contact the manufacture and they could help me and this and it was Oursman Chevrolet located at 4440 Branch Ave. Marlow Heights Md 20748. This was to get me off his back. I Then Spoke to Victor the service Manager at Oursman and he stated that there was nothing he could do. I also was told by Warlista Hunt (assistance service manager she is no longer there.) about there are bullitens on my car in reference to the steering column. Because I now know this, I do not understand that they would risk my life instead of taking their car back. I also was at the car rental Entepnze car rental and there was a gentleman that his power steering went out while driving and he lost control of his car for a while and he had to have the steering column replaced also. I have his name and phone number but I can not give that information unless he gives me permission. After talking to someone with a different problem with their steering column and the same model I have, I am terrified. Also I drove my car after the second steering column was replace without a horn for a week with out knowing it. I was told by Shannon Wheeler that I could still drive the car in It would not cause me to crash. I wanted the car towed to them and they would not do it.

Sincerely,


District Heights MD


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).