



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 241

Date Received

2004 DEC 21 AM 10:38
18-NOV-2004

Repository

Reference No.
10101038

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City **TABERNACLE** State **NJ** 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 include 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 **1G1Z754894** Make **CHEVROLET** Model **MALIBU** Model Year **2004**

Date Purchased **08-AUG-04** Dealer's Name and Telephone Number **LUCAS CHEVROLET 609-** Engine: No: Cylinders **6** Fuel Type: **Gas**

Original Owner Dealer's City **MT. HOLLY** State **NJ** Zip Code _____

Transmission Type **AUTOMATIC** Antilock Brakes Cruise Control Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **012200 STEERING:COLUMN LOCKING:ANTI-THEFT DEVICE** Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **13-NOV-2004** Failure Mileage **9168** Failure Speed **66**

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: DOTM1A9ABC036) 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).

STEERING WHEEL LOCKED UP WHILE DRIVING 65 MPH, CONSUMER PULLED THE VEHICLE OVER BEFORE STOPPING. VEHICLE WAS TOWED TO THE DEALER. *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)

While enroute from my residence to Atlantic City, NJ and with a passenger, I experienced severe and potentially dangerous problems with the power steering in my three-month-old Chevrolet MALIBU-LS. While driving south on Route 206, the steering wheel started vibrating. At first it was just annoying and I kept checking to see if I had engaged the cruise control. It started getting progressively worse. In fact, I asked my passenger to "hold onto the steering wheel" and she felt the vibrations also. For a few seconds, I removed both my hands, slowed my speed, and watched the steering wheel vibrate uncontrollably. It then became very hard to steer and I pulled over to the right and placed my flashers on.

A few seconds later, two NJ State Police Officers pulled in behind my automobile. They asked if they could be of assistance and I explained the problem. I explained that I just wanted to return to my home, as I was afraid to continue down to Atlantic City. They even stopped traffic for me to make a K turn, but the car would not turn to the left. One of the State Troopers tried to turn the car around and also met with the same results. I eventually, had to have the car towed to the dealership.

Lucas Chevrolet in Mount Holly, NJ has since repaired the car. The service manager could not tell me why it happened but he did admit that they had made the same repairs to three other patrons that week alone. He also said he could not guarantee it wouldn't happen again because the dealership was instructed to replace the steering column and return the damaged one to Chevrolet.

I feel I was extremely fortunate—I could have been making a left hand turn at a busy intersection or I could have lost control of my vehicle and the damages could have been fatal. I feel I deserve an explanation as to why this happened and the vehicle should be recalled immediately.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



IF NECESSARY

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NECESSARY
IF MAILED
IN THE
UNITED STATES

UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

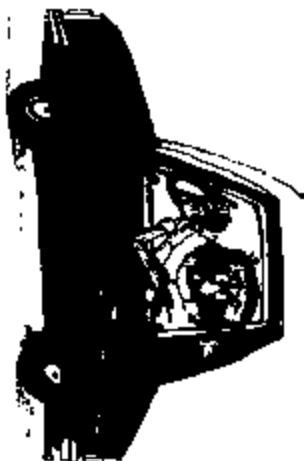
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and dial toll free at

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(DASH) 2 DOT



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