



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 100148

Date Received 10-APR-2007 7:00
Repository
Reference No. 10187437

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FORKS State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 [REDACTED] Date 5/1/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G1WC58R079 [REDACTED]
Make CHEVROLET Model MALIBU Impala Model Year 2007
Date Purchased 10-NOV-06 Dealer's Name and Telephone Number COURTESY CHEVROLET Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City POULSBO State WA Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 012000 STEERING: COLUMN Multiple Failure: 4
Front wheel drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-JAN-2007 Failure Mileage 3200 Failure Speed 15

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Number of Persons Injured 0 Number of Deaths 0 Reported to Police N
 Yes No Yes No

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).

TL-THE CONTACT OWNS A 2007 CHEVROLET IMPALA. WHILE ATTEMPTING TO TURN THE VEHICLE AT 15 MPH THROUGH A PUDDLE OF WATER THE STEERING WHEEL LOCKED. THE VEHICLE WAS BROUGHT TO THE DEALER FOUR TIMES, AND THE SERPENTINE BELT AND TENSIONER WERE REPLACED. THE VEHICLE WAS PLACED ON A DIAGNOSTIC MACHINE ON SEVERAL OCCASIONS, BUT THE CAUSE OF FAILURE COULD NOT BE DETERMINED. THE CURRENT MILEAGE 5,600, AND FAILURE MILEAGE WAS 3,200. *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)

Driving Through any amount of standing water, the serpentine belt stop turning (STOPS) causing the power steering to stop working. The steering becomes impossible to turn. IT only happen at 20mph or below so far. School parking lot, Compound at work, drive way. I sure wish I could show this to someone that takes safety as a priority. We ars scared to drive it when it rains, my family or I could be killed in it. And we live where it rains 75% of the year, Olympic Rain Forest,

ATTACH ADDITIONAL SHEETS IF NECESSA



DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

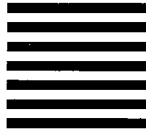


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US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov

NHTSA

Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

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Feedback

Print

Steering Effort Hard or Too Easy in One or Both Directions

Step	Action	Yes	No
1	Did you review the Power Steering System General Description and perform the necessary inspections?	Go to Step 2	Go to Symptoms - Power Steering System
2	Verify that the steering effort is hard or too easy in one or both directions. Does the system operate normally?	System OK	Go to Step 3
3	Perform the power steering test procedure. Refer to Power Steering System Test Procedure . Did you complete the procedure?	Go to Step 4	--
4	Operate the system in order to verify the repair. Did you correct the condition?	System OK	Go to Step 3

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Feedback

Print

March 31, 2007

I took my 2007 Impala to Courtesy Chevrolet to have the serpentine belt and belt tensioner replaced. Once the car was completed I asked Jay from the service center to drive it in back with me and get the belt wet while he (Jay) turned the steering wheel. After a new belt and all being replaced the steering still locks up. Jay was real surprised how hard the steering became. He said he could give me a loaner and keep the car for more work. By this time I was so pissed off and upset, he decided I should go ahead and take the car. I asked to speak with the General Manager. I informed him of what was happening and so did Jay. They said they would support working with Chevrolet to get my issues and concerns met.

I was allowed to drive this car 125 miles home with everyone knowing there is a safety issue with the steering. On the way home I asked myself why the hell I am driving this car for. Glad it was not raining and water was on the road.

April 3, 2007

I had a mechanic that works for the State of Washington look at the car. He sprayed a minute of water on the lower part of the belt and power steering area. The steering locked up for over 30 seconds. He told me I should not drive this car nor anyone else. The car is parked in my garage and will not be driven by anyone until I get this issue resolved.

I am very upset it causes transportation problems for the family, cost of vacation leave for my wife and both to take the car in and go back to get it. The cost of the gas. 700 miles out of 5600 has been in the shop. I have not counted the days.

Seems like I am working with a dead end street!



March 20, 2007

My wife and I drove to the Compound at DNR and drove through to water on road just like she said she had. Turned into front parking lot this time. The steering locked up for approximately 10-20 seconds. I was real surprised that the steering was so hard to turn.

I asked her where there is other standing water on pavement she knew of. She said go to the school, I drove through water at the school and was not able to turn steering. In fact luckily I did not hit another car due to the 180° turn and could not straighten out.

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March 21, 2007 Called Courtesy Chevrolet.

Told the service center that I was pissed and wanted the car fixed. I wanted to bring it over that Saturday and get a loaner to drive, they could not do this. Had to wait for the parts to get in.

3/26 -

Went to Drive home from work at

Approximately 11:00. Noticed "Ice possible -
drive with care message" came with ignition.
Stayed on approx. 10 seconds. It goes off
and my temperature (outside) says 33°

That stays constant my whole drive home.
I left car sit in driveway approx 25 minutes.
On return trip same thing happens - temp
still reads 33°. The temperature Reader
board it town says 51°. At 2:00pm
go home again - same thing - to house
and back to work. At 5:30 pm drive
home - same message" same temp 33°. Also
when started car "traction control off".
I did not hit any buttons. Still says
33° and my house temp says 48°

March 11, 07

@ 0800 after turning
onto pavement of
Bojarski Way

steering became very
stiff could not move
steering wheel for
approximately 15 seconds
no indicator or warning
lights.

3/11/07

0820 - After driving
app. 10 miles in heavy
rain "Check Tire Monitoring
System" warning message
appeared as did warning
light indicator. Tire pressure
for approximately 2
minutes until car
was parked.

3/17/07 - Mileage 49103

Raining hard - after driving approx 10 miles at 55-60 mph "Service

Tire Monitoring system" message flashed on DIC. Then warning light for Tire pressure appeared and stayed lit for approx 50 miles.

Tire pressure read okay for front tires on DIC but it was not registering anything for rear tires.

*Called Courtney Chen - ^{July} - ^{to get the} ^{what was} occurring

3/17/07 Mileage 4993

After car was parked and turned off for approximately 5 minutes, when turned on ignition "Service Airbag system" came across the DIC. Then it went off.

March 20, 2007

When returning to work from break at 10:30 drove down Tillicum Lane and into the DNR compound once again steering stopped working and could not turn for approximately 10 seconds.

March 20, 2007

When returning from lunch at approximately 3:00 p.m. driving into park once again the steering locked up for approximately 15 seconds. Called Courtesy Chevrolet talked with Peter at the service center. We talked about me just driving through water on the road coming into the entrance of the compound. Peter thinks the belt is slipping. He will order new belt and tightner. Peter will call when new parts are in. Called my husband, he wants to drive the car after work.

Date: 04/03/2007

To whom this may concern,

Re: 2007 Chevrolet Impala, VIN 2G1WC58R079 [REDACTED]

I am requesting that my 2007 Impala be replaced and/or repurchase a new vehicle and/or totally reimbursed the dollars invested.

Under the Washington State Lemon Law and the Revised Codes of Washington (see attachments).

The 2007 Impala has a steering problem, the power steering stops working when the weather is cold or wet (rain on road). I have had it in three times for repair and it still continues. It is a safety factor and at this time no one is driving it. If it locks up again it could cause damage and/or death to the car and my family. You can contact Courtesy Chevrolet if you have any questions for them. Also I am sending you full documentation of this vehicle, and the RCWs of Washington State. I will pursue the Laws of Washington State if I do not get a positive response from this notification. I will also be contacting the National Highway Traffic Safety Administration (NHTSA)

I have also talked with Diana Smith when I called 1-800-222-1020 and Rodney Scott at 1-866-790-5700 ext 20671 on April 2, 2007 at 13:15-13:30 hrs.

File No. 71-501374946

Thank you,

[REDACTED]

Forks, WA. [REDACTED]

Home [REDACTED]

Cell [REDACTED]

Work [REDACTED]

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).