



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

Repository ☐

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2007 AUG 27 PM 12:18

Reference No.
10198140

OWNER INFORMATION (Type or Print)

Name
Address
City Buffalo State NY 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 address to the vehicle manufacturer.
Signature of Owner Date 8/21/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1ZS51F06
Make CHEVROLET Model MALIBU Model Year 2006
Date Purchased 29-MAR-05 Dealer's Name and Telephone Number PADDOCK CHEVROLET 716-876-0945 127
Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner ☒ Dealer's City KENMORE State NY Zip Code 14217
Transmission Type ☒ Antilock Brakes Powertrain UNKNOWN
AUTOMATIC ☒ Cruise Control
Vehicle Component Code 012000 STEERING:COLUMN
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-JUL-2007 Failure Mileage 2000 Failure Speed

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: DOTMAL9ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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).

TL*THE CONTACT OWNS A 2006 CHEVROLET MALIBU. THE CONTACT STATED THAT THE STEERING WHEEL WAS PULLING TO ONE SIDE AND MAKING A KNOCKING SOUND AS SHE WAS PULLING OUT OF HER DRIVEWAY. SHE TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED THE STEERING COLUMN AT LESS THAN 20,000 MILES. THE DEALER ALSO GROUNDED DOWN THE ROTORS AND CLEANED THE BRAKES, BUT THEY WERE NOT REPLACED. THE POWERTRAIN AND FAILURE SPEED WERE UNKNOWN. THE CURRENT MILEAGE WAS 21,000 AND FAILURE MILEAGE WAS 2,000.

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.

[REDACTED]

RE: Paddock Chevrolet

Description of complaint:

- 1) 2 months after purchasing vehicle the tire got a flat –it could not be changed because the vehicle had wheel locks. Called Paddock Chevrolet to inquire about the key for the wheel locks – they had no idea the vehicle had wheel locks and there was no key available. The service department instructed me to bring the vehicle in so the wheel locks could be cut off.
- 2) Left headlamp burned out – was stuck so the dealership had to remove it.
- 3) Vehicle pulling to the left and making a clicking noise when the wheel was turned.

Day 1 – Brought vehicle in – **steering column defective**. Service department called and told me I would have to pay \$89.00 for a wheel alignment because of the defective part affected the alignment. My daughter called and left a message for the service manager to call her regarding this. No return call. When car was ready I was told that they did me a “favor” and rotated the tires and did a wheel alignment. That evening at 6:00 p.m. test-drove the car and the right rear wheel area was making a terrible noise- deep rubbing sound and dragging sound. Called dealership immediately – was told to bring the vehicle at 7:00 a.m. the next day.

Day 2 - The dealership called to tell me that **because of the defective steering column the rotors have excessive grooves and the drums and the tires have been worn prematurely**.

Day 3 – Called the service department – there is **air blowing through the vents and a “vacuum noise” coming from underneath the hood. Also the panel near the gas pedal is pulled out**. Service department told me to bring it in 7:00 a.m. the next morning.

Day 4- Dropped off vehicle at 7:00 a.m. At 3:30 p.m. called to check if car was ready – it was still on the lot. Service could not give a time when it would be looked at. I asked for a rental car – was told there were only five cars available and they were already gone. I complained and the girl in the service department spoke to her manager and he said the car would be ready by 4:30 p.m. Upon inspection of the vehicle the noise was gone but the panel near the gas pedal had not been fixed.

New Problems:

- 1) The interior light only works manually not automatically.
- 2) The passenger side visor mirror cover will not close.
- 3) The vehicle’s doors will not stay open – they fling back quickly.

These are people I have contacted to try to resolve these problems:

On 7/24/2007 I tried to get in touch with the owner Mr. Wayne Paddock, but he would not be back in the office until August 6th.

On 7/25/2007 I spoke to my sales representative Mr. Brian Zanne and he said I could come in and trade in the vehicle

On 7/27/2007 I called Mr. Chris Webb who connected me with Mr. George Vang of Chevrolet Headquarters. I went into detail about the vehicle and I told him I wanted a new vehicle or a guarantee that everything would be replaced brand new. He said he would call back on Monday 7/30/2007. He did call back and said there is nothing that Chevrolet can do except give me a free oil change.

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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**