



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 <input type="checkbox"/>
15-JUL-2008	Reference No. 10234360

2008 SEP -9 PM 4:30

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City RICHLANDS	State VA	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, NHTSA will use your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/31/08 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZT64834F	Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased 5/27/04	Dealer's Name and Telephone Number Kamey Auto, Inc 276-964-2511	Engine: No: Cylinders 6	Fuel Type: Gasoline
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 010000 STEERING
Multiple Failure:			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-JUL-2008	Failure Mileage 74404	Failure Speed 5
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2004 CHEVROLET MALIBU. WHILE BACKING OUT OF THE DRIVEWAY AT 5 MPH, THE VEHICLE SWERVED TO THE LEFT WHEN THE CONTACT ATTEMPTED TO SWERVE RIGHT. THE VEHICLE WAS DIFFICULT TO TURN AND UNABLE TO BE MOVED TO THE LEFT. THE POWER STEERING DID NOT WORK WHEN TURNED TO THE RIGHT, AND THE STEERING WHEEL WAS VERY LOOSE WHEN IT WAS TURNED TO THE LEFT. THE FAILURE HAS OCCURRED TWICE. SHE TOOK THE VEHICLE TO THE DEALER AND WAS INFORMED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THERE IS NO RECALL FOR THE FAILURE; HOWEVER, SHE FOUND NUMEROUS COMPLAINTS AND ONE POSSIBLE INVESTIGATION. THE CONTACT FEELS THAT A FOUR YEAR OLD VEHICLE SHOULD NOT BE EXPERIENCING THESE TYPES OF FAILURES. THE CURRENT AND FAILURE MILEAGES WERE 74,404.

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.

RAMEY AUTO, INC.
 2850 CLINCH STREET RICHLANDS, VA 24641
 PHONE: 276-964-2511
 FAX: 276-964-2222

TERMS: STRICTLY CASH

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]		[REDACTED]	
RICHLANDS, VA [REDACTED]			
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR	TAG NO.		
RONNIE	215		
LABOR RATE	LICENSE NO.	MILEAGE	
65.00		74,404	
YEAR / MAKE / MODEL			
04/CHEVROLET/MALIBU MAXX/4DR SDN LS			
VEHICLE ID. NO.			
1G1ZT64834E [REDACTED]			
F. T. E. NO.	P.O.		
COLOR	STOCK NO.		
WHITE/GRAY	042634		
COMMENTS			
MO: 74406			
DELIVERY MILES	SELLING DEALER NO.		
10			
R. O. DATE	INVOICE DATE		
07/15/08	07/15/08		
REPRINT NUMBER	DELIVERY DATE		
	05/27/04		
PRODUCTION DATE			
Safety Cautions			
THESE ITEMS NEED CORRECTION			
1.			
2.			
3.			

LABOR & PARTS-----
 # 1-03CVZ STEERING SYSTEM STEERING 190 32.50
 INSPECT FOR HARD TO STEER AT TIMES WHEELS TURNING TO LEFT
 HAS HAPPENED TWICE
 INSPECTED AND FOUND CODE C0545 STEERING WHEEL TORQUE,
 FAULTY STEERING COLUMN
 ADVISED CUSTOMER WITH EST. PARTS AND LABOR 488.82

JOB # 1 TOTAL LABOR & PARTS 32.50

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A 301 SHOP SUPPLIES
 TOTAL - MISC 2.28

TOTALS-----

 * PAYMENT METHOD *
 * CASH [] CHECK [] CHARGE [] *

VISA

TOTAL LABOR... 32.50
 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 0.00
 TOTAL MISC CHG. 2.28
 TOTAL MISC DISC 0.00
 TOTAL TAX... 0.00

TOTAL INVOICE \$ 34.78

IF YOU RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER WE WOULD APPRECIATE IT IF YOU WOULD RETURN IT AS SOON AS POSSIBLE. THIS IS OUR REPORT CARD TO THEM.

IF THERE IS ANYTHING THAT YOU ARE NOT "COMPLETELY SATISFIED" WITH PLEASE LET US KNOW BEFORE RETURNING THE SURVEY SO THAT WE MAY CORRECT OUR SHORT COMINGS. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT RONNIE MARTIN AT 276-964-2511. I WILL BE GLAD TO ASSIST YOU IN ANY WAY THAT I CAN.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The Seller, RAMEY AUTO, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RAMEY AUTO, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL REPAIR BILLS CARRY A CHARGE OF 7% FOR REPAIR SUPPLIES, MATERIALS AND ENVIRONMENTAL COMPLIANCE.

Thank You!
 We Appreciate Your Business.

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Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Re: Safety Concern/Defect

July 21, 2008

Hello,

On July 15, 2008 I reported via telephone what I consider to be a safety defect with my 2004 Chevrolet Malibu Maxx, 4 door Sedan, LS to your American Customer Service Assistance Center to your agent Annette. My concern centers around the failure of the power steering component, which has failed on the 3 separate occasions. Luckily, all failures happened close to home, at low speeds without injuries or property damage.

During my initial conversation with your agent I was dismayed by a few of the questions asked. Of course I was more than happy to supply questions about my vehicle; date purchased mileage, VIN #, etc. However, I wasn't prepared when the conversation turned to financial questions. My intent was to report what I believed to be a real safety issue, not to ask for assistance with payment for the repairs. In fact, I was unaware that such a program even existed within GM. I was informed by your agent Annette that a District Specialist, Anna Lopez, would review my "request" for assistance and contact me the following day, 7/16/08. I actually spoke with Ms. Lopez on 7/17/08, after calling the Safety hotline # a second time the same day. Ms. Lopez never mentioned my safety concerns with my GM vehicle, only stating that there was no current recall on the vehicle and no financial assistance available. The issue, according to your representative Ms. Lopez might be due to high mileage on the vehicle. The mileage at the time was 74,404, not an excessive amount.

No one at your company demonstrated any concern about the multiple failures of the power steering unit or the potential for disaster with not only my family, but others that might have been involved had the failures occurred on a busy interstate at a high rate of speed. The ONLY concern was financial!

The entire steering column was replaced at our local Chevrolet dealership on 7/18/08 and there have no further problems to date. However, after researching similar issues with the same make and model vehicle I found hundreds of "horror stories" from consumers, a few involving damage to property, bodily harm and several near misses eerily similar to mine. Surely further investigations are necessary to rule out defective product(s) with this issue.

In closing, I ask that you not only broaden your scope of inquiry, but retrain your agents. Not everyone that calls your Safety Hotline is asking for financial assistance, we simply want our families and our highways to be safe when operating a vehicle that you manufacture and market as safe and reliable. At this point in time, nearly a month after the repairs were made to my vehicle, I still do not have the same confidence driving my car as I once did. Of the 13 vehicles I have purchased over my lifetime, approximately 10 have been manufactured by GM. At this point in time, I no longer have faith in your company's ability to manufacture a vehicle that is safe to transport my granddaughters or that your company has the interest or desire to treat your lifelong customers with respect when dealing with what could result in a life threatening situation.

Disappointed and Disillusioned Consumer,



RAMEY AUTO, INC.
 2850 CLINCH STREET RICHLANDS, VA 24641
 PHONE: 276-964-2511
 FAX: 276-964-2222

TERMS: STRICTLY CASH

INVOICE NUMBER CVCS61551	
CUSTOMER NUMBER [REDACTED]	
[REDACTED] RICHLANDS, VA [REDACTED]	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]
ADVISOR BECKY	TECH(S) 184
LABOR RATE 65.00	MILEAGE 74,410
YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU MAXX / 4DR SDN LS	
VEHICLE ID. NO. 1G1ZT64834	
F. T. E. NO. [REDACTED]	
COLOR WHITE/GRAY	STOCK NO. 042634
COMMENTS MO: 74410	
DELIVERY MILES 10	SELLING DEALER NO.
R. O. DATE 07/18/08	INVOICE DATE 07/18/08
REPRINT NUMBER	DELIVERY DATE 05/27/04
PRODUCTION DATE	
Safety Cautions THESE ITEMS NEED CORRECTION	
1.	
2.	

LABOR & PARTS-----
 # 1 03CVZ STEERING SYSTEM TECH(S):190 136.50
 INSPECT FOR WHEEL HARD TO STEER AT TIMES
 REPLACED STEERING COL PER BULLETIN

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 1 15926870 COLUMN 6.518 352.00 352.00
 JOB # 1 TOTAL PARTS 352.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A 301 SHOP SUPPLIES
 TOTAL - MISC 9.56

TOTALS-----

 * PAYMENT METHOD *
 * CASH CHECK CHARGE *

 TOTAL LABOR.... 136.50
 TOTAL PARTS.... 352.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 9.56
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 17.60
TOTAL INVOICE \$ 515.66

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CUSTOMER SIGNATURE

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ALL REPAIR BILLS CARRY A CHARGE OF 7% FOR REPAIR SUPPLIES, MATERIALS AND ENVIRONMENTAL COMPLIANCE.

Thank You!
We Appreciate Your Business.