



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

29-APR-2009

Repository ☐

Reference No.
10267240

OWNER INFORMATION (Type or Print)

Name

Address

City

RANCHO CORDOVA

State CA

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 your name or address to the vehicle manufacturer.
Signature of Owner Date 8/10/09

VEHICLE INFORMATION

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

1G1ZT51F96F

Make

CHEVROLET

Model

MALIBU

Model Year

2006

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

28-APR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

68000

Failure Speed

15

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)

☐ 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).

TL*THE CONTACT OWNS A 2006 CHEVROLET MALIBU. WHILE MAKING A LEFT TURN INTO THE DRIVEWAY AT 15 MPH, THE POWER STEERING FAILED AND THE CONTACT HEARD A RINGING NOISE. THE RADIO DISPLAY SCREEN BEGAN TO FLASH "POWER STEERING". THE CONTACT WAS ABLE TO FINISH PARKING THE VEHICLE. SHE CALLED THE DEALER AND WAS INFORMED THAT THE STEERING WAS COMPUTER-ASSISTED. THE VEHICLE DID NOT HAVE A STEERING PUMP OF ANY SORT AND SHE WAS ADVISED TO TAKE THE VEHICLE TO THE DEALER AS SOON AS POSSIBLE. THE DEALER STATED THAT THE ENTIRE STEERING COLUMN NEEDED TO BE REPLACED. THE COMPUTERIZED STEERING SYSTEM BECAME CONFUSED AND CAUSED THE MALFUNCTION. THE CONTACT IS RESPONSIBLE FOR THE REPAIR COSTS; HOWEVER, SHE BELIEVES THAT THE MANUFACTURER SHOULD BE LIABLE. THE VEHICLE IS CURRENTLY AT THE CONTACT'S RESIDENCE AND HAS NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 68,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When Power Steering goes out NO
Warning + unable to maneuver vehicle
Very Dangerous. NOT Power Steering By
Pump. Power Steering is Electronic
Called Power Steering Assist

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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





FOLSOM CHEVROLET

www.folsomchevy.com

BAR # AF 167437

EPA # CAR 000043687

CUSTOMER NO. 94258	ADVISOR JOHN HIMES	927	CARD NO. L207	INVOICE DATE 04/30/09	INVOICE NO. CVC5302403
	LICENSE NO.		MILEAGE 68388	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 06/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1G1Z151F96F			SELLING DEALER NO.	PRODUCTION DATE
RANCHO CORDOVA, CA	F.T.E. NO.		P.O. NO.	R.O. DATE 04/30/09	
	BUSINESS PHONE				

LABOR & PARTS

J# 1 17CVZ

STEERING

TECH(S):822

WARRANTY

CUSTOMER STATES THAT THE STEERING LOOSES ASSIST AT TIMES
SEE PREVIOUS RO FOR DIAG
AS PER PREVIOUS VISIT, UNABLE TO DUPLICATE CONCERN, RETRI-
EVED DTC C0545- STEERING WHEEL/TORQUE INPUT SENSOR FAILURE.
SENSOR IS PART OF STEERING COLUMN ASSY AND IS THE LIKELY
FAILURE. RECOMMEND TO REPLACE THE STEERING COLUMN ASSY.
ALSO NOTED CLUNKING IN FRONT STEERING/SUSPENSION, POSSIBLE
COLUMN EXCESSIVE GEAR LASH.
REPLACED STEERING COLUMN ASSY AND PERFORMED SET UP
PROCEDURE. ROADTESTED, OK AT THIS TIME. ALSO ELIMINATED
CLUNKINESS IN STEERING SYSTEM.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
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JOB # 1	1		25933396	COLUMN 6.518	
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JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2+29CVZ

SUBLET

TECH(S):405

WARRANTY

TOW TO SHOP

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
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JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
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JOB # 2	58457			04/30/09	TOWING
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TOTAL - SUBLET

WARRANTY
0.00

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00



BAR # AF 167437

FOLSOM CHEVROLET

www.folsomchevy.com

EPA # CAR 000043687

CUSTOMER NO. 74258	ADVISOR JOHN HIMES	927	CARD NO. L176	INVOICE DATE 04/28/09	INVOICE NO. CVCS302305
	LICENSE NO.		MILEAGE 58386	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 03/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1G1ZT51F96F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. NO.	R.O. DATE 04/28/09	
RANCHO CORDOVA, CA					
RESIDENCE PHONE 714-601-5150					

LABOR & PARTS
JH 1 17CVZ

STEERING

CUSTOMER STATES THAT THE SERVICE POWER STEERING MESSAGE
CAME ON THE RADIO AND SHE LOST ASSIST WHILE DRIVING
ROAD TESTED UNABLE TO DUPLICATE CONCERN. SCAN MODULE C0545-00
STORED INSPECT TORQUE SENSOR AND HARNESS ALL LOOKS GOOD.
MOSTLIKLY CAUSE BY AN INTERNALLY SHORTED TORQUE SENSOR.
BUT IS NOT FAILING NOW. UNKNOWN CONDITION OF THE MOTOR/MODULE
SENT P&A FOR BOTH BUT MOSTLIKLY THE STEERING COLUMN WILL
CORRECT.

TECH(S):450

103.00

JOB # 1 TOTAL LABOR & PARTS

103.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$108.00 (+TAX)

COMMENTS
CUSTOMER DECLINED REPAIRS AT THIS TIME

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATE

TOTAL LABOR....	108.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	103.00

