



OCT 20 2009

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

U.S. Department of Transportation

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

02-SEP-2009

Repository

Reference No.
10282617

OWNER INFORMATION (Type or Print)

Name

Address

City

FORT ANN

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1G1ZG57B684

Make

CHEVROLET

Model

MALIBU

Model Year

2008

Date Purchased

5-15-08

Dealer's Name and Telephone Number

Action Chevrolet

Engine:

No: Cylinders

4

Fuel Type:

Gas

Original Owner

Dealer's City

TROY

State

NY

Zip Code

12180

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-JUL-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 012000 STEERING: COLUMN

Failure Mileage

5000

Failure Speed

60

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
 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

Number of Deaths

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 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT THE STEERING COLUMN ABNORMALLY SHAKES AS IF WAS LOOSE.SHE TOOK THE VEHICLE TO THE DEALER ON THREE OCCASTONS, BUT BECAUSE THEY COULD NOT LOCATE DIAGNOSTIC ERROR CODES, OR DUPLICATE THE FAILURE THEY COULD NOT PROVIDE A REMEDY. A COMPLAINT WAS FILED WITH THE MANUFACTURER. THE FAILURE MILEAGE WAS 5,000. THE CURRENT MILEAGE WAS 27,000.

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)

For approximately past six months anytime car was driven (driven daily) at any given time, most notable times when speed reached 50 mph or when brakes applied it felt like driver was loosing steering ability which created panic/fear mode on my part as the Driver. Service reports are attached for your information. Hometown Chevrolet, Whitehall, NY 12887 corrected the problem unlike Whiteman Chevrolet, Glens Falls, NY 12801. I kept advising Whiteman Chevrolet their service department had to keep and drive the car to be able to duplicate the problem which wasn't done. Hometown Chevrolet on the first drive was able to duplicate problem and make the proper repair. I thank God. But, will it happen again? Are other '08 Malibu owners experiencing this problem? THANK YOU

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



WHITEMAN CHEVROLET INCORPORATED

78-89 DIX AVENUE
 GLENS FALLS, N.Y. 12801
 TELEPHONE (518) 792-2196
 FAX (518) 761-6034



Fair Dealing Friendly Service

Visit Us At: www.whitemanchevrolet.com



Scott to drop car off + have a loaner. Drop off didn't work out. Was Disrespected by Doug Smith, Sue McGr. I was off 109 - Scott fired off. Steve this sue Report as requested.

CELL: [REDACTED]

CUSTOMER NO. 37203	ADVISOR SCOTT TROMBLY	TAC NO. 41295	INVOICE DATE 08/31/09	INVOICE NO. CVCS238229
[REDACTED]	LABOR RATE 85.00	MILEAGE 25,891	COLOR WHITE/	STOCK NO.
FORT ANN, NY [REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G1ZG57B684	BILLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	I.O. NO.	H.O. DATE 08/31/09	REPRINT# 1
BUSINESS PHONE	COMMENTS			

MO: 25891

LABOR #1.11CVZ ENGINE ELECTRICAL HOURS: 0.20 TECH(S): 20457 INTERNAL
 ROADTEST AND ATTEMPT TO DULICATE CUSTOMER COMPLAINT
 RECALIBRATE STEERING POSITION SENSOR AND ROADTEST.
 NO PROBLEM FOUND. CHARGE 670 @ DOUG

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREDY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REPER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

TOTAL - LABOR 0.00

COMMENTS: WAITING

TOTALS

 THANK YOU FOR CHOOSING WHITEMAN CHEVROLET FOR YOUR SERVICE AND BODY SHOP NEEDS. WE APPRECIATE YOUR BUSINESS.
 FROM SERVICE: SCOTT, EDDIE, TIM, DOUG & PETE
 FROM BODY SHOP: GEANNINE & JACK

 * DESIGNATES LIFETIME SERVICE GUARANTEE

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

NYSRRSHOP NO.: R357-0031

CUSTOMER SIGNATURE

DUPLICATE INVOICE

FAX TO: 639-5364

THE WHITEMAN CHEVROLET SERVICE DEPARTMENT MAKES EVERY ATTEMPT TO INSURE THAT EVERY CUSTOMER IS COMPLETELY SATISFIED AND WE THANK YOU FOR YOUR PATRONAGE!

Scott 10/15/09 sent me away with no paperwork. Mon. 8/31/09 called because same problem exists and all wanted to see if I could help. I was off 109 - Scott fired off. Steve this sue Report as requested.

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CELL: [REDACTED]

CUSTOMER NO. 37203	ADVISOR SCOTT TROMBLY	TAG NO. 41295	INVOICE DATE 08/12/09	INVOICE NO. CVCS237495
[REDACTED]	LABOR RATE 85.00	LICENSE NO. [REDACTED]	MILEAGE 25,437	STOCK NO.
FORT ANN, NY [REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LS	VEHICLE I.D. NO. 1G1ZG57B684	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 08/11/09	

LABOR: **J# 1 04CVZ** FRONT SUSPENSION HOURS: **20457** TECH(S): **A0367** WARRANTY

CUSTOMER STATES THAT VEHICLE WILL "SHAKE" WHILE DRIVING.
 INTERMITTENT
 VERIFIED CONCERN. STEERING COLUMN SOURCE OF CONCERN.
 REPLACED STEERING COLUMN AND ROADTESTED. NO PROBLEMS
 OBSERVED ON ROADTEST.

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PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	TOTAL - LABOR	WARRANTY
JOB # 1	1	25933396	COLUMN 6.518			0.00	0.00
TOTAL - PARTS							0.00

COMMENTS: ADVISE @ 639-5516 EXT 2300

TOTALS

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

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 FOR YOUR SERVICE AND BODY SHOP NEEDS
 WE APPRECIATE YOUR BUSINESS.
 FROM SERVICE: SCOTT, EDDIE, TIM, DOUG & PETE
 FROM BODY SHOP: GEANNINE & JACK
 *****1
 * DESIGNATES LIFETIME SERVICE GUARANTEE

NYSRRSHOP NO.:
R357-0031

CUSTOMER SIGNATURE _____

THE WHITEMAN CHEVROLET SERVICE DEPARTMENT MAKES EVERY ATTEMPT TO INSURE THAT EVERY CUSTOMER IS COMPLETELY SATISFIED AND WE THANK YOU FOR YOUR PATRONAGE!

Reynolds and Reynolds ERANTS14E C069462 Q (02/04)

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CELL: [REDACTED]

CUSTOMER NO. 37203	ADVISOR SCOTT TROMBLY	TAG NO. 41295	INVOICE DATE 08/07/09	INVOICE NO. CVCS237404
[REDACTED]	LABOR RATE 85.00	LICENSE NO. [REDACTED]	MILEAGE 25,233	COLOR WHITE/
FORT ANN, NY [REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZG57B684 [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/07/09	
BUSINESS PHONE	COMMENTS			MO: 25237

LABOR
 #1 06CVZ STEERING HOURS TECH(S) 20012 WARRANTY

CUSTOMER STATES THAT STEERING WHEEL "SHAKES" VIOLENTLY FROM TIME TO TIME. FRONT ROTORS SEVERELY WARPED AND EFFECTING STEERING, RESURFACE FRONT ROTORS, FREE-UP CALIPER SLIDES AND ROADTEST. STEERING COMPLAINT CORRECTED, HOWEVER STILL HAS BRAKE PULSATION. (SEE JOB#2)

#2 08CVZ BRAKES HOURS TECH(S) 20012 WARRANTY

REPAIR BRAKE PULSATION REAR ROTORS WARPED RE-SURFACE REAR ROTORS, FREE-UP CALIPER SLIDES AND ROADTEST OK.

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	18010909	LUBRICANT 8.800			
					TOTAL - PARTS	0.00

COMMENTS IN LOANER [REDACTED]

TOTALS

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 *****1
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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

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