

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects1-888-DASH-2-DOT 2010 MAR 12 AM 9:24
(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐Reference No.
10303149

Daytime Telephone Number

E-mail Address

Evening Telephone Number

same

OWNER INFORMATION (Type or Print)

Name

Address

City LA GRAND

State OR

Zip Code

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

1G1ZU57N07

Make

CHEVROLET

Model

MALIBU

Model Year

2007

Date Purchased

5-18-07

Dealer's Name and Telephone Number

Good Chevrolet

Engine:

No: Cylinders

Fuel Type:

Gasoline

Original Owner

☐

Dealer's City

Seattle WA Renton

State

WA

Zip Code

98057

6

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise ControlMultiple Failure: Steering
shakes and sometimes
quits

Incident Date(s)

21-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

First failed at 50,000 miles - fails usually at start up
- but also while drivingFailure Mileage
75000Failure Speed
65

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: DOTM9ABC036)

☐ 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 2007 CHEVROLET MALIBU. WHENEVER THE CONTACT DROVE THE VEHICLE AT ANY SPEED HE NOTICED A CLANKING SOUND COMING FROM THE CENTER CONSOLE OF THE STEERING WHEEL. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHERE THE CONTACT WAS INFORMED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THE CURRENT AND FAILURE MILEAGES WERE 75000.

The steering made a clanking sound at 30,000 miles. The local dealer said it was typical in the Malibus. The steering failed at around 50,000 miles but started again after re-starting the car. Last winter the power steering would quit while driving on icy roads. This is a serious safety problem. A loss of steering in traffic on icy roads could cause a major accident.

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)

(See other side) I contacted the local dealer (Goss Chevrolet) who said the vehicle was out of warranty and could do nothing. They gave me the name of the Chevrolet Consumer Rep in Texas (Jessica Phone # 866-790-5600) ^{ext 11110} She said she would return the call within a week but never did - A person named Rafael called back and basically said the car was out of warranty and the case is closed. Chevrolet seemed to not care about the problem. I believe this should lead to a national recall on all similar models of Malibu

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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



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UNITED STATES**

BUSINESS REPLY MAIL

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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**



saferecar.gov

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



If so:

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

or visit:

www.saferecar.gov

or call:

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



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National Highway Traffic Safety Administration