



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

MAY 13 2010
30-MAR-2010

Repository

Reference No.
10322771

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CAMPBELLSVILLE State KY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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: 1G1ZU54884F [REDACTED]
Make CHEVROLET Model MALIBU Model Year 2004

Date Purchased 11-13-03 Dealer's Name and Telephone Number Alex Montgomery 270-465-8113
Original Owner Dealer's City Campbellville State Ky. Zip Code 42718
Engine: No: Cylinders 6 Fuel Type: gas

Transmission Type Auto Antilock Brakes Cruise Control
Powertrain 3.5 liter V-6
Multiple Failure: NO power Steering
Incident Date(s) 17-DEC-2009 - continuous on occasion until repaired

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING
Failure Mileage 77270 Failure Speed 5 ANY speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] 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 [REDACTED] Number of Deaths [REDACTED] 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 2004 CHEVROLET MALIBU. THE CONTACT STATED THAT INTERMITTENTLY WHILE DRIVING AT VARIOUS SPEEDS, THE STEERING WHEEL WOULD BEGIN PULLING TO THE LEFT, CAUSING INCREASED DIFFICULTY IN STEERING. THE POWER STEERING WARNING LIGHT WOULD ILLUMINATE INTERMITTENTLY A FEW MOMENTS BEFORE THE FAILURE WOULD OCCUR. HE ALSO STATED THAT ON OCCASION, THE POWER STEERING WOULD BE INOPERABLE UPON STARTING THE VEHICLE. THE CONTACT ALSO STATED THAT IN ORDER TO RESET THE POWER STEERING, HE WOULD SHUT OFF THE ENGINE AND RESTART IT TO RESET THE SYSTEM. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE AND DID NOT MAKE ANY REPAIRS TO THE VEHICLE. THE MANUFACTURER HAD NOT YET BEEN CONTACTED TO REPORT THE FAILURE. THE FAILURE MILEAGE WAS 77,270 AND THE CURRENT MILEAGE WAS 81,000.

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 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)

12-17-09 took car to Alex Montgomery Dealership because of Power Steering failure. They found no problem, Loss of power steering continued. Called NHTSA 3-30-10. Advised to get diagnosis at dealer, Called dealer 3-30-10 for appointment. Couldn't get me in until 4-5-10, Diagnosis showed that module in steering column was bad and since it was built into steering the whole steering column would have to be replaced estimated cost \$59600, Called GM Rep. (Freddie); 866-790-5600 Ext. 32977 issued GM service # 71-816629921; to report this as a safety issue and ask them to repair the car, Freddie called District Specialist Roger. Roger called me 4-6-10 I ask him to consider this a safety issue and pay for repairs. Roger rejected my claim at this time. I pleaded with him to reconsider. I'm not sure about date but in a day or 2 Roger called back and offered to pay for parts and I would be responsible for labor. I agreed to this but still feel that this should be considered to be a recall because it definitely is a safety issue. see attached

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

LOUISVILLE KY 402

07 MAY 2010 PM 3 T

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**



www.nhtsa.gov

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

R/O	VIN	DATE IN
11065	1G1ZU54884F	12/17/09
YEAR	MAKE	TIME IN
2004	CHEVROLET	01:29
MILES IN	MODEL	CLOSED
77270	MALIBU	12/17/09
MILES OUT	FIRST USE	WRITER
77270	11/13/03	9704
SEE ALSO	LISC.	DARON
	CAMPBELLVILLE KY	

(1) CUSTOMER STATES THAT STEERING IS QUICK TO THE RIGHT LIKE IT HAS NO RESISTANCE AT ALL
 CHECKED DATA AND COMMUNICATIONS AND TEST DROVE E NO PROBLEMS FOUND AT THIS TIME
 TEST DROVE WITH CUSTOMER NO PROBLEMS FOUND (91-2199 KING-) A

Labor	T91	14.80
Total Labor		14.80
Total Repair (Customer)		14.80

First Diagnosis
 (Get occurrence diagnosis)
 Repair recommendation replace steering column #596.00
 Monday 10 A.M.
 Charge: (11065) 15.58
 Paid 77.72 4-5-2010
 4-5-2010 diagnosis
 4-5-2010 then determine what can be done
 4-6-2010 I talked with him to consider it a safety issue - he refused
 GM Rep.
 Roger called 4-6-2010 rejected claim (Financial) will not replace or help replacement
 Called Freddie 4-5-2010 866-790-5600 EXT. 32977
 GM Rep.
 Called Freddie 4-5-2010 District Specialist
 Will call me in a day or two

Next Service	Lube-Oil-Filter	W/C	INT	CUSTOMER	
DISCLAIMER OF WARRANTIES				Labor	14.80
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.				Parts	.00
				Sublet	.00
CUSTOMER SIGNATURE				Shop Supply	.74
				Oil/Grease	.00
Page 1 of 1 Job 11065				Sub Total	15.54
11065 Customer Copy				Tax	.04
Labor Rate 74.00				Total (Chrg)	15.58



PONTIAC



BUICK

GMC

Alex MONTGOMERY



DODGE

Jeep.

9000 Highway 44 East - Mt Washington, KY 40047 1349 S Main Street - Burkesville, KY 42717 200 North Bypass Rd - Campbellsville, KY 42718 915 Meader Street - Campbellsville, KY 42718
 Toll Free: 800-456-1203 - Phone: 502-538-3800 Toll Free: 800-766-9600 - Phone: 270-433-5885 Toll Free: 800-523-4461 - Phone: 270-465-4731 Toll Free: 800-523-4461 - Phone: 270-465-8113

R/O	VIN	DATE IN
YEAR: 13654	1G1ZU54884	04/12/10
MAKE: CHEVROLET	MODEL: MALIBU	TIME IN
SALES ID: 81352	DATE OF SALE: 11/13/03	09:31
SEE ALSO	LOC: CAMPBELLVILLE KY	CLOSED
		04/12/10
		WRITER

CUSTOMER IS WAITING

(1) CUSTOMER STATES THEY ARE LOOSING ALL POWER STEERING AT TIMES & THE LIGHT WILL COME ON SCANNED POWER STEERING - C0545 FOUND BULLETIN # 04-02-35-009A FOR THIS CODE REPLACED STEERING COLUMN CHECKED OPERATION PER CUSTOMER ASSISTANCE CENTER STEERING COLUMN WAS REPLACED UNDER WARRANTY FOR CUSTOMER SATISFACTION AND LABOR IS PAID BY CUSTOMER (09-9510 JERRY-) A

E7680 9090 0123 T09 16
 (F)25933396 (COLUMN) 1

..... (Warranty)

Charge: (13654) 112.51

13654
 11/13/03
 ENG

Next Service	Lube-Oil-Filter	W/C	INT.	CUSTOMER
<p>DISCLAIMER OF WARRANTIES The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.</p>				
<p>X CUSTOMER SIGNATURE</p>				
<p>Page 1 of 1 Job 006373</p>				
<p>13654 Customer Copy Labor Rate 74.00</p>				
				<p>Labor .00 Parts .00 Sublet .00 Warr Deduct 106.14 Shop Supply .00 Oil/Grease .00 Sub Total 106.14 Tax 6.37 Total (Chrg) 112.51</p>

AUTOSOFT FORMS 1-877-487-4367



GMC

Alex MONTGOMERY



Jeep.

9000 Highway 44 East - Mt Washington, KY 40047 Toll Free: 800-456-1203 - Phone: 502-538-3800
 1349 S Main Street - Burkesville, KY 42717 Toll Free: 800-766-9600 - Phone: 270-433-5885
 200 North Bypass Rd - Campbellsville, KY 42718 Toll Free: 800-523-4461 - Phone: 270-465-4731
 915 Meader Street - Campbellsville, KY 42718 Toll Free: 800-523-4461 - Phone: 270-465-8113

R/O	VIN	DATE IN
13483	1G1ZU54884E	04/05/10
YEAR MAKE	MODEL	TIME IN
2004 CHEVROLET	MALIBU	09:55
MILES IN	MILES OUT	CLOSED
81073	81073	04/05/10
DATE	LOCATION	WRITER
11/13/03	CAMPBELLSVILLE KY	RONNIE
SEE ALSO		

CUSTOMER IS WAITING

(1) CUSTOMER STATES THAT THE POWER STEERING HAS WENT OUT A COUPLE OF TIMES & CAME BACK SCANNED STEERING - C0545 FOUND BULLETIN TO REPLACE STEERING COLUMN (09-9510 JERRY-) A

Labor	T09	74.00
Total Labor		74.00
Total Repair (Customer)		74.00

Charge: (13483) 77.92

Handwritten:
 96.00 service
 77.92
 15.58
 689.50

Handwritten:
 Charge: (13483) 77.92
 Ronnie
 Roger
 Business Specialist

Next Service ' Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 006236

13483 Customer Copy Labor Rate 74.00

Labor	74.00
Parts	.00
Sublet	.00
Shop Supply	3.70
Oil/Grease	.00
Sub Total	77.70
Tax	.22
Total (Chrg)	77.92

I called Alex Montgomery for appointment to repair. I got appointment 4-12-10. They scanned power steering found code C0545, found bulletin # 04-02-35-009A for this code. They replaced steering column. Per customer satisfaction (Assistance Center) steering column N was replaced under warranty and labor paid by customer. I have paid 12-17-09 \$15.58, 4-5-10 \$77.92, and 4-12-10 \$112.51 for a total of \$206.01. Since repair I have not had any problem with steering. When power steering goes out it is almost impossible to turn the wheel (steering) in any direction. Whomever is considering this case just get in your car and turn the switch on but don't crank up your car and try ~~to~~ turn your steering wheel and you will get the point. Thank you for your investigation. [REDACTED]