

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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received AUG - 2 2010 11-JUN-2010	
				Repository ☐ Reference No. 10335801	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address	
City STANLEY		State VA	Zip Code [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 1G1ZT51896F [REDACTED]			Make CHEVROLET		Model MALIBU
Model Year 2006			Engine: No: Cylinders 6		Fuel Type: GAS
Date Purchased 9-8-2006	Dealer's Name and Telephone Number ALLEN CURBAGE AUTO		Original Owner ☐		
Dealer's City STANLEY		State VA	Zip Code 22851		
Transmission Type ☒ Antilock Brakes ☒ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 10-APR-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 010000 STEERING				Failure Mileage 14000	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: 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 2006 CHEVROLET MALIBU. THE CONTACT STATED WHEN REVERSING, THE STEERING WHEEL WOULD BECOME EXTREMELY TIGHT AND DIFFICULT TO STEER. WHILE DRIVING AT UNKNOWN SPEEDS, THE POWER STEERING WARNING LIGHT ILLUMINATED FOLLOWED BY A WARNING CHIME. THE DEALER ADVISED HE HAD NOT RECEIVED ANY COMPLAINTS OF POWER STEERING FAILURE IN HIS MODEL VEHICLE. THE DEALER ADVISED BRINGING THE VEHICLE INTO THE DEALER FOR DIAGNOSTIC TESTING TO DETERMINE THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 14,000 AND THE CURRENT MILEAGE WAS 15,095.					
WHEN THE POWER STEERING WARNING LIGHT & DISPLAY WOULD CHIME IN DASH WE WOULD LOOSE ALL POWER STEERING. COULD NOT TURN THE WHEEL, THIS WAS EXTREMELY UNSAFE & DANGEROUS. AFTER THE LAST TIME ON 6-22-2010 I PICKED IT UP. IT HAS BEEN OK SO FAR. AMEN THEY SAID LAST THEY CLEANED A HARNESS CONTACTS					
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.					

HAS TOLD ME 5-6 TIMES
THAT STEERING DIDNT STEER CORRECT GOT TIGHT
AN WOULD NOT STEER FROM MARCH 2010 TO
JUNE 2010 UNTIL JUNE 11, 2010 I CALLED
THE NATIONAL HIGHWAY SAFETY TRAFFIC ADMINISTRATION
1-888-327-4236 CASE # 269838 NHTSA -
VEHICLE. THEY SAID ALSO CALL CHEVY HOT
LINE 1800 222-1020 I DID. TALKED TO
JOE 1-866-790-5600 EXT. 32871
CASE # 71-839385511 TOLD ME HE
WAS CALLING LURAY CHEVROLET TO SCAN
MY CAR. I TOOK IT IN ON 6-15-10.
LURAY CHEVY CALLED HIS DISTRICT MANAGER
AND WAS OKED TO FIX THE CAR. THEY ORDERED
PARTS AND FIXED IT. I PICKED IT UP ON
SAT. JUNE 19-2010. LEFT NOT 1/2 MILE TO
EXXON STATION TURNING L- TO McDONALDS
LOST STEERING AGAIN. GOT TO McDONALDS
LOST AGAIN IN PARKING LOT. I TOOK IT
BACK RIGHT THEN. THEY SAID THEY WOULD
LOOK AT IT AGAIN MON. JUNE 21-2010

JOSEPH FROM CHEVY HOT LINE CALLED ON
6-17-10 ASK IF HE COULD CLOSE MY FILE ON
THIS DATE AFTER THEY SCHEDULED LURAY CHEVY
TO SCAN MY CAR. I TOLD HIM I HAD NOT YET
GOT OR DROVE MY CAR TO SEE IF IT WAS
FIXED SUPPOSE BE FIXED ON 6-17-10 IF
PART COMES IN. HE CALLED HOC AT 9:45AM

6-18-10 CHEVY HOT LINE CALLED (A LADY) WANTED
TO KNOW IF EVERYTHING WORKED ON MY CAR
SO FAR. WAS STILL IN SHOP 1-866-7905700
5:42 PM

6-22-10 4:42 PM LURAY CHEVY CALLED
I SAID CAR WAS READY AGAIN
WENT AND GOT IT.

ON 6-22-10 GOT IT AND LEE 3 SAID THE
TECH ADDED (1) MORE GROUND BOLT AND
TOOK A HARNESS HOOSE I CLEANED IT AND
PUT IT BACK TOGETHER. SAID KEEP OUR
FINGERS CROSSED. DROVE IT HOME SO FAR
GOOD. GOOD TO DATE 7-14-2010

DELIVERY DATE	WRITTEN BY	SVC. TAG NO.	R.O. NUMBER 3640
CUST. P.O. NO.	LICENSE NO.	PRELIMINARY ESTIMATE PARTS LABOR TOTAL	
YEAR <i>2006</i>	MAKE <i>Chevy</i>	PHONE ESTIMATE FOR AUTHORIZED ADDITIONS	
MODEL	MILEAGE	TIME CALLED BY	
TIME RECEIVED	TIME PROMISED	PARTS & LABOR	REPAIRS TO DO
A.M. P.M.	A.M. P.M.	\$	
RES. PHONE	STOCK NO.	\$	



2039 US Hwy 211 W.
Luray, VA 22835
Phone 540-743-6501 800-989-2438

STRIP [REDACTED]
SIGNED [REDACTED] CUSTOMER SIGNATURE

☐ CASH ☐ CHARGE ☐ INTERNAL OK'D BY _____

... Compare Service, Too!

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

CITY/STATE
Stanley VA

TIME HRS.	OPERATION AND AMOUNT PARTS & LABOR		M E C H. NO.
	✓	\$	
	☐	CHANGE OIL	
	☐	CHG OIL FILTER	
	☐	CHASSIS LUBE	
	☐	MAINT SVC	
	☐	MAINT SVC	
	☐	TUNE UP	
	☐	FRT. END ALIGN	
	☐	X AND BAL. TIRMS	
	☐	PK FRT WHL BRG	
	☐	BRAKE RELINE DRUM	
	☐	BRAKE RELINE DISC	
	☐	EMISSION S/C	
	☐	ADJUST BELTS	
	☐	REPL WIPE BLDS	
	☐	ADJUST CLUTCH	
	☐	SVC AUTO TRANS	
	☐	SVC A/C	
	☐	REPL MUFFLER	
	☐	REPLACE SHOCKS	
	☐	SCOPE ENGINE	
	☐	STATE INSP	

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, LURAY CHEVROLET-BUICK, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND LURAY CHEVROLET-BUICK, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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