

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

30-JUL-2010

Repository ☐

Reference No.
10346324

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXX

Address XXXXXXXXXX

City KING OF PRUSSIA

State PA

Zip Code XXXXXX

Daytime Telephone Number

XXXXXXXXXX

E-mail Address

XXXXXXXXXX

Evening Telephone Number

XXXXXXXXXX

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

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

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

10-JUL-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 012000 STEERING: COLUMN

Failure Mileage
70000

Failure Speed
2

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 THAT WHILE DRIVING IN REVERSE AT TWO MPH THE POWER STEERING STEERING LIGHT CAME ON AND THEN THE POWER STEERING FAILED. THE CONTACT TURNED THE VEHICLE OFF, RESTARTED IT AND THEN THE VEHICLE BEGAN TO FUNCTION NORMALLY. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHO STATED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THE CONTACT STATED THAT THE VEHICLE SHOULD BE RECALLED BY THE MANUFACTURER SINCE THE POWER STEERING MALFUNCTION WAS VERY COMMON. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 70,000.

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.

Complaint: 10346324

Date: Tuesday, October 12, 2010 8:07:48 AM

Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10346324.pdf](#)

: 10346324

From: [REDACTED]
Sent: Thursday, October 07, 2010 1:28 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10346324

The problem was solved to my satisfaction. [REDACTED]

[REDACTED]
[REDACTED]

From: EVOQ@dot.gov [mailto:EVOQ@dot.gov]
Sent: Thursday, October 07, 2010 10:32 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10346324

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation