



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY, 100148

Date Received	Repository <input type="checkbox"/>
13-AUG-2010	Reference No. 10349142

OWNER INFORMATION (Type or Print)			
Name	Address		Daytime Telephone Number
City	State	Zip Code	Evening Telephone Number
BRODHEAD	KY		

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	Model	Model Year
1G1ZH57B184	CHEVROLET	MALIBU	2008
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 15-SEP-2009

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed
	15000	

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 NOTICED THAT EVERY TIME HE DROVE THE VEHICLE, HE EXPERIENCED A LOSS OF POWER STEERING. BEFORE THE FAILURE, HE NOTICED THAT THE POWER STEERING WARNING LIGHT WAS ILLUMINATED. HE HAD TO PULL OVER, TURN THE VEHICLE OFF AND RESTART IT IN ORDER TO RESET THE POWER STEERING AND IT WOULD FUNCTION PROPERLY FOR A PERIOD OF TIME. THE CONTACT CALLED THE DEALER WHO ADVISED HIM THAT HE WOULD BE RESPONSIBLE FOR ALL OF THE REPAIR COSTS. THE CONTACT CALLED THE MANUFACTURER WHO OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED WHEN THE COMPLAINT WAS FILED. THE CURRENT MILEAGE WAS APPROXIMATELY 49,000. THE FAILURE MILEAGE WAS APPROXIMATELY 15,000.

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.

Subject: FW: NHTSA: Follow up to ODI Complaint: 10349142
Date: Wednesday, November 10, 2010 9:43:39 AM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10349142.pdf](#)



[REDACTED]
Brodhead, Ky [REDACTED]
Ph. ([REDACTED]) [REDACTED]

--- On Tue, 11/9/10, EVOQ@dot.gov <EVOQ@dot.gov> wrote:

From: EVOQ@dot.gov <EVOQ@dot.gov>

Subject: FW: NHTSA: Follow up to ODI Complaint: 10349142

To: [REDACTED]

Date: Tuesday, November 9, 2010, 11:03 AM



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

