



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

Repository

06-OCT-2010

Reference No.  
10359442

MAY 02 2011

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: WESTWOOD State: NJ 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: 1G1ET54894F [REDACTED]  
 Make: CHEVROLET Model: MALIBU Model Year: 2004  
 Date Purchased: 2007 Dealer's Name and Telephone Number: Major Chevrolet (718) 957-3700 Engine: V6 Fuel Type: Reg.  
 Original Owner:  Dealer's City: New York State: [REDACTED] Zip Code: [REDACTED]  
 Transmission Type: automatic Antilock Brakes:  Cruise Control:  Powertrain: 3.5 V6 Multiple Failure: Power Steering Incident Date(s): 06-OCT-2010 Almost every other Day

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage: 136000 Failure Speed: 55 Speed is not part of.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: 205/65/R15 Tire Model (Name or Number): Bridgestone Tire Size (Example P215/65R15): 205/65/R15  
 DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment:  Prior Repair:  Failure Location: Power steering Steering Column  
 Tire Component Code: 7 Tire Failure Type: ?

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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. WHILE THE CONTACT WAS DRIVING APPROXIMATELY BETWEEN 55-60 MPH, THERE WAS A COMPLETE LOSS OF THE POWER STEERING. THE CHECK ENGINE AND WRENCH SYMBOL WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS PULLED OVER TO THE SIDE OF THE ROAD. THE ENGINE WAS TURNED OFF AND RESTARTED. THE CONTACT RESUMED CAUTIOUSLY WITH A PERMANENT LOSS OF POWER STEERING. THE CONTACT DISCOVERED THAT THERE WAS A RELATED DEFECT ASSOCIATED WITH THE NHTSA CAMPAIGN ID NUMBER 10V073000 (STEERING: ELECTRIC POWER ASSIST SYSTEM). THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 136,000. THE VIN WAS UNAVAILABLE.

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)**

I Have this Power Steering Problem Quite often, I can drive my car but feel uncomfortable at the same time. Anything Could Happen. This Problem is rather Disturbing while frustrating and Obnoxious at the same time. I Have done some Research and found that this model Chevy Malibu and other years have had the same Problem. The Chevy Cobalt has the same Problem and there is an auto recall on that Vehicle So why is it that there is no recall on the Malibu as well. I don't Have enough money to pay to have this fixed and don't feel that I should have to incur such an expense. Also: It doesn't really Matter what the Speed is, it happens at any Speed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thank You.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

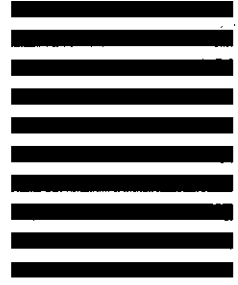
Official Business Penalty for Private Use \$300

NEARBY ADDRESS  
15 APR 2011 PM 2 L

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**



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U.S. Department of Transportation  
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