



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

APR 06 2011
08-MAR-2011

Repository

Reference No.
10386881

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WATERTOWN State: NY 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: 1G1ZT64874F [REDACTED]
Make: CHEVROLET Model: MALIBU MAXX Model Year: 2004
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: FX Caprara - 315-732-8436 Engine: No: Cylinders: 6 Fuel Type: GAS
Original Owner: Dealer's City: Watertown, NY State: NY Zip Code: 13601
Transmission Type: Auto Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 25-FEB-2011
Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 70000 Failure Speed: 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMAL9ABC036): [REDACTED] Original Equipment: Prior Repair: Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

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 MAXX. THE CONTACT WAS DRIVING 35 MPH WHEN THE POWER STEERING FAILED. THE STEERING WHEEL BECAME FIRM AND THE VEHICLE WAS UNCONTROLLABLE. THE ENGINE WAS SHUT OFF AND WHEN RESTARTED, THE POWER STEERING WAS RESET AND THE VEHICLE RESUMED NORMAL OPERATION. NEITHER THE DEALER NOR THE MANUFACTURER WAS CONTACTED IN REGARDS TO THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 70,000. UPDATED 03/24/11*LJ

This has happened several times. I went online and learned that there are many 2004 Malibus with the same problem. Also, they recalled the 2005-2007 models for the same reason. This is very dangerous at a slow speed - I am afraid to drive my car on the highway for fear it will happen. I have had near misses with this problem.

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)

If an accident were to occur, I would certainly retain an attorney to sue GM. I think they should look online to see how many people are having this problem with their 2004 Malibus. Many unhappy customers!

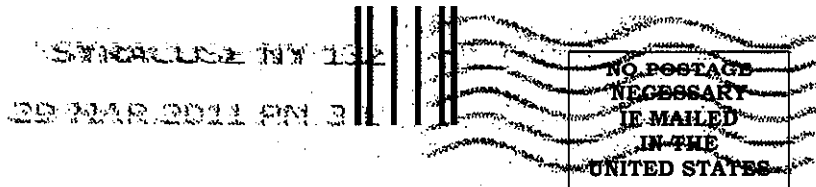
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U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



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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