



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  
**SEP 27 2011**  
03-AUG-2011

Repository   
Reference No.  
10416956

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City WEST BEND State WI 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  
1G1ZH57B184 [REDACTED] Make CHEVROLET Model MALIBU Model Year 2008  
Date Purchased **June, 2008** Dealer's Name and Telephone Number **Heiser (262) 438-1000** Engine: **2.4 L** Fuel Type: **regular (?)**  
Original Owner  Dealer's City **West Bend** State **WI** Zip Code **53095** No: Cylinders **4**  
Transmission Type **4spd Auto**  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) **12-JUL-2011**  
 Cruise Control

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

Vehicle Component Code: 010000 STEERING Failure Mileage 65000 Failure Speed 65

**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)  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 **none** Number of Deaths **none** 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. WHILE DRIVING APPROXIMATELY 65 MPH THE STEERING WHEEL BECAME STIFF AND THE POWER STEERING STOPPED FUNCTIONING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIANS WERE UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND INFORMED THE DEALER THE POWER STEERING FAILURE WAS A KNOWN ISSUE CAUSED BY A DEFECTIVE POWER STEERING MODULE. THE POWER STEERING MODULE WAS REPLACED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 65,000.

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.

The steering would tighten so that it took a lot of force to move the steering wheel. It was almost as if it locked in place. It would do this intermittently while driving. It also seemed to occur at random times. I couldn't discern a particular pattern. It was getting progressively worse in that it occurred more frequently over time.

[REDACTED]

9-1-11

July 27, 2011

Chevrolet  
P.O.Box 33170  
Detroit, MI 48232-5170

Good Morning:

Three years ago when my husband wanted to buy an Altima, I talked him out of it. I said we had to support GM, American workers and the American economy. He bought a **Malibu** instead. Right now, I'm feeling sorry that I was successful. GM, you have let me down. I've heard tales of "Monday cars" but always thought it was just an urban legend. There was no such thing as a total lemon car. I was wrong. This Malibu has turned into a money pit. This is not the first major repair expense we've had and, to be quite honest, I think **you** should be paying for the most recent repair bill.

Here's the story. My husband and I were on the freeway heading to Milwaukee. As we drove, the steering wheel froze. Although the car returned to his control, even those few seconds of knowing that we were traveling at 65 miles per hour and had no control over the car were, not surprisingly, scary. I suspect you might agree.

We thought it was some strange fluke, until it happened again the very next day. Needless to say, we took it to the local Chevrolet dealership immediately. The next day, a mechanic called with an unusual story. He said they had tested the car and found nothing wrong! So, they called Detroit. They were told that Chevrolet had found a defect in a steering module. That very module was in our Malibu. A replacement part would be sent. It arrived the next day and was installed. The car seems fine again. But we have a bill of over \$600 (copy included) that we just don't feel we should be paying.

We think **your error** should be covered by **your cash**. If there had been any way for us to "break" the steering module, it would be different. But that's not the case. Poor Chevrolet engineering is responsible. And what's especially sad, is that you knew it and didn't recall the part already. It makes me fear for all the other drivers who also have this steering module in their Chevys and don't know it. It sounds like an accident and a lawsuit just waiting to happen.

**So, GM, we expect a refund.** We'd be glad to supply any other information you might need in an attempt to settle this claim. You could also contact Heiser Chevrolet in West Bend, Wisconsin. This is our local dealership.

Sincerely,

[REDACTED]

West Bend, WI [REDACTED]

[REDACTED]

CUSTOMER #: SE2966

49099



HEISER CHEVROLET CADILLAC OF WEST BEND

2620 WEST WASHINGTON ST. WEST BEND, WISCONSIN 53095 (262) 334-3858

\*INVOICE\*

PAGE 1

WEST BEND, WI

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4806 JORDAN COLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLK	08	CHEVROLET MALIBU	1G1ZH57B184 [REDACTED]	[REDACTED]	64441/64441	T221
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12JUN08 DD			17:00 15JUL11		CASH	14JUL11

R.O. OPENED	DATE OFFERED BACK	OPTIONS:
07:19 13JUL11	14:43 14JUL11	STK:W8C1238 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	THAT THE STEERING IS HARD TO TURN AT TIMES, (BINDING)					
	DIAG	DIAGNOSE CUSTOMER CONCERN INC. SES LIGHT AND ELECTRICAL DIAGNOSIS					
		1937 CP				79.95	79.95
		300 REPLACE POWER STEERING MODULE					
		1937 CP				105.00	105.00
		1 20876912 MODULE			455.00	455.00	455.00
PARTS:		455.00	LABOR:	184.95	OTHER:	0.00	TOTAL LINE A: 639.95

\*\*\*\*\*

EST: 690.00 14JUL11 14:43 SA: 4806

CONTACT: [REDACTED]

CUST. AGREED TO POWER STEERING REPAIR ON 7.13 @ 4.45PM

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 14.80

TAKE IT EASY!  
We service all makes and models. So don't drive all over town getting your other vehicles serviced. We have the tools, parts and the know-how to fix all makes and models.

<b>SERVICE HOURS</b> <b>MONDAY</b> 7:00 A.M. - 7:00 P.M. <b>TUESDAY - FRIDAY</b> 7:00 A.M. - 6:00 P.M. <b>SATURDAY</b> 8:00 A.M. - 4:30 P.M.	Completed Service Vehicles can be picked-up at Cashier's Office until 8:30 p.m. Monday - Friday and Saturday until 4:30 p.m.  <b>FREE SHUTTLE SERVICE</b>  Low Cost Rental Cars  24 Hour Towing (262) 338-3670  <b>FREE BODY SHOP ESTIMATES</b> <b>CALL (414) 327-2300</b>	<b>EXCLUSION OF WARRANTIES</b> Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	DESCRIPTION	TOTALS
			<b>PARTS HOURS</b> <b>MONDAY</b> 7:00 A.M. - 7:00 P.M. <b>TUESDAY - FRIDAY</b> 7:00 A.M. - 6:00 P.M. <b>SATURDAY</b> 8:00 A.M. - 4:30 PM	LABOR AMOUNT 184.95 PARTS AMOUNT 455.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. / ENVIRONMENTAL 14.80 TOTAL CHARGES 654.75 SALES TAX 36.66 <b>PLEASE PAY THIS AMOUNT 691.41</b>

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN

CUSTOMER SIGNATURE

*Thomas Moul*

# VROLET.

## 2008 MALIBU 1LT

*From original Window Stickers*

**EXTERIOR: BLACK GRA  
INTERIOR: EBONY**

### STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

- 5 YEAR / 100,000 MILE POWERTRAIN LIMITED WARRANTY  
SEE DEALER FOR DETAILS

### MECHANICAL

- 2.4L 4 CYLINDER DOHC ENGINE
- TRANSMISSION, 4 SPD AUTOMATIC
- 4-WHL INDEPENDENT SUSPENSION

### SAFETY & SECURITY

- AIR BAGS, DUAL FRONTAL, PASSENGER SENSING SYSTEM; HEAD CURTAIN SIDE AIR BAGS, FRONT/OUTBOARD REAR; SIDE-IMPACT AIR BAGS, DRIVER AND FRONT PASSENGER
- ANTI-LOCK BRAKE SYSTEM, 4-WHEEL DISC
- STABILITRAK-STABILITY CONTROL TRACTION CONTROL SYSTEM
- REAR CHILD SEAT LATCH SYSTEM

- 1YR ONSTAR DIRECTIONS W/TURN-BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

### EXTERIOR

- 17" WHEELS W/ BRIGHT TRIM
- TOURING TIRES
- POWER OUTSIDE MIRRORS, BODY COLOR
- CHROME EXHAUST TIP

### INTERIOR

- AIR CONDITIONING
- POWER DOOR LOCKS
- POWER WINDOWS, DRIVER EXPRESS DOWN
- POWER TRUNK RELEASE
- AM/FM STEREO, CD PLAYER
- XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
- MANUAL LUMBAR, DRIVER SEAT
- FLOOR MATS
- REAR WINDOW DEFOGGER
- SEAT, REAR SPLIT FOLDING

- DRIVER INFORMATION CENTER
- TILT AND TELESCOPIC STEERING WHEEL WITH CRUISE CONTROL
- STEERING WHEEL AUDIO CONTROLS
- REMOTE KEYLESS ENTRY

### OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL

**STANDARD VEHICLE PRICE \$20,930.1**

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

- POWER CONVENIENCE PACKAGE: 5\*
- POWER 6-WAY DRIVER SEAT
- REMOTE START
- POWER ADJUSTABLE PEDALS

BLACK GRANITE METALLIC  
FRONT LICENSE PLATE BRACKET

TOTAL OPTIONS \$6

## Economy Estimates

reflect new EPA methods beginning with 2008 models.

**Estimated Annual Fuel Cost**  
**\$1,680**

based on 15,000 miles  
at \$2.80 per gallon

### Combined Fuel Economy

This Vehicle

**25**

11 46

All MID-SIZE CARS

### HIGHWAY MPG

**30**

Expected range  
for most drivers  
**24 to 36 MPG**

**Your actual mileage will vary**  
depending on how you  
drive and maintain  
your vehicle.

GBA

Economy Guide at dealers or [www.fueleconomy.gov](http://www.fueleconomy.gov)



### GOVERNMENT SAFETY RATINGS

**Frontal  
Crash**

**Driver  
Passenger**

☆☆  
☆☆

Star ratings based on the risk of injury in a frontal impact. Frontal ratings should ONLY be compared to other vehicles of similar size.

**Side  
Crash**

**Front seat  
Rear seat**

☆☆  
☆☆

Star ratings based on the risk of injury in a side impact.

**Rollover**

☆☆

Star ratings based on the risk of rollover in a single vehicle crash.

Star rating range from 1 to 5 stars (☆☆☆☆), with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA).

[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4242

CLEANER

SMOG INDEX

MORE I



Note: The Smog Index (SI) indicates the relative level of smog-forming pollutants emitted by this vehicle. The lower the SI, the cleaner the vehicle's emissions.