 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received: 15-JUN-2012 Repository: <input type="checkbox"/> Reference No.: 10461855 JUL 23 2012	
OWNER INFORMATION (Type or Print)			
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]	
Address: [REDACTED]		E-mail Address: [REDACTED]	
City: FORT WAYNE	State: IN	Zip Code: [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: 1G1ZJ57B684 [REDACTED]		Make: CHEVROLET	Model Year: 2008
Date Purchased: August 27, 2008	Dealer's Name and Telephone Number: Summit City Chevrolet 260-432-0677	Engine: No. Cylinders: 4	Fuel Type: GAS
Original Owner: <input type="checkbox"/>	Dealer's City: [REDACTED]	State: [REDACTED]	Zip Code: [REDACTED]
Transmission Type: Automatic 4 speed	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain: [REDACTED]	Multiple Failure: STEERING
<input checked="" type="checkbox"/> Cruise Control	Incident Date(s): AUG 24 OR 27 2008 FEB - 2011 FEB 15 MARCH, APRIL, MAY, JUNE 2012		
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage: 478	Failure Speed: 0 - HIGHWAY
(6-21-12) Steering column - HAS BEEN REPLACED TWICE ONCE WORKED ON 25th OF JUNE - NEED WORK ON 5th OF July			
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: DOTM19ABC036): [REDACTED]	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: 0	Number of Deaths: 0
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 STATED THAT THE STEERING WHEEL BECAME ABNORMALLY LOOSE AND EXTREMELY SENSITIVE. THE FAILURE RECURRENT FOR YEARS. OVER TIME, THE CONTACT NOTICED THAT A JERK OR CATCH DEVELOPED IN THE STEERING. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED BY THE DEALER AND OFFERED A 50 PERCENT DISCOUNT FOR REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 478 AND THE CURRENT MILEAGE WAS 22,000. WE DID GET REPAIR - STEERING COLUMN REPLACED - JUNE 21, 2012 WENT BACK TO DEALER WEEK LATER FOR REPAIRS ON NEW COLUMN WILL BEGGING BACK THE 5th OF July BECAUSE THE STEERING WHEEL LOCKS BACK AND FORTH WITH ENGINE RUNNING, SITTING STILL. P.S. BY THE WAY, THE STEERING COLUMN HAS BEEN MADE TO BE MORE STABLE, TIGHT. IT WASN'T ME			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY AFTER ALL	
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.			

2008 New York
NOW HAS 22,000 MILES - DRIVEN EASY
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Extremely sensitive steering upon purchase of car, having never had a new car thought it was natural. Now know something is wrong. Within a few years 2009 catching occurred in steering wheel once in a while. By 2010, much more noticeable.

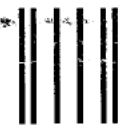
By 2011, started to get scary as the steering wheel would not only catch but started slight rocking back + forth with hands ~~on wheel~~ ~~on wheel~~. 2012 - Extreme catching and shaking of steering wheel - shaking would occur without any hands on steering wheel. And car pulls to the left.

Steering column was replaced, then re-adjusted, then everything started to occur again - we go back July 5, 2012 FOR I DON'T KNOW WHAT - their scheduling problem go back to 5th of July

WAS CHARGED SO FAR



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



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 you: 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

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

NHTSA
www.nhtsa.gov

SaferCar.gov

Oh, Latest I'm going to put a new one in the column

Summit City



5200 ILLINOIS ROAD
FORT WAYNE, INDIANA 46804
260-432-0677

CUSTOMER NO. 55595	ADVISOR RONALD CRTSMORE	TAG NO. 899 286	INVOICE DATE 06/21/12	INVOICE NO. CVCS324851
LABOR RATE 0.00	LICENSE NO.	MILEAGE 21,990	COLOR IMPERL BLUE	STOCK NO.
YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 08/25/08	DELIVERY MILES 505	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID NO. 1G1ZJ57B684	R.O. DATE 06/11/12	P.O. NO.		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 27CVZ
SPECIFIC MAINTENANCE UNITS: 1.60 TECH(S) 983
CUSTOMER STATES STEERING WHEEL WILL LOCK UP FOR A SECOND SOMETIMES AND WILL JIGGLE BY ITSELF. COMPLETED AND INSPECTED AND FOUND STEERING COLUMN SHAKES AT IDLE AND DRIVING DOWN THE ROAD INTERNAL COMPONENTS LOOSE. REPLACE STEERING COLUMN AND RETEST ALL OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	25933396	COLUMN 6.518			100.00

MISC

CODE	DESCRIPTION	CONTROL NO	WARRANTY
W	WARR DEDUCT/CUST	324851	100.00
WD	WARR DEDUCT	324851	100.00
TOTAL - MISC			100.00

JOB# 1 TOTALS

MISC 100.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 100.00

BUSINESS HOURS

Service Department:
Monday-Friday 7:00 AM - 6:00 PM
Saturday 8:00 AM - 12:00 Noon

Body Shop:
Monday-Friday 7:30 AM - 5:30 PM
Closed Saturday

Parts Department:
Monday-Friday 7:30 AM - 6:00 PM
Saturday 8:00 AM - 12:00 Noon

Sales Department:
Mon.-Tues, Thurs. 8:30 AM - 8:00 PM
Wed. & Fri. 8:30 AM - 6:00 PM
Saturday 8:30 AM - 5:00 PM

JOB# 2 CHARGES

LABOR
J# 2 27CV271NSP
*27 POINT INSPECTION UNITS: 0.00 TECH(S) 983
PERFORM COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION. PER SERVICE MAINTENANCE PERFORMED. PERFORM COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION. A DETAILED COPY OF THE INSPECTION WILL BE LEFT IN YOUR VEHICLE FOR RECORDED AND FUTURE NEEDS. THANK YOU IN ADVANCE FOR ALLOWING SUMMIT CITY CHEVROLET THE OPPORTUNITY TO SERVICE YOUR VEHICLE. PLEASE DO NOT HESITATE TO CONTACT US IF YOU HAVE ANY QUESTIONS ON ANY SERVICES THAT WERE CAUTIONED OR REQUIRED IMMEDIATE ATTENTION.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMPLETE BODY SHOP FACILITY
If your vehicle is looking a little "under the weather", our Body Shop professionals are ready to help.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAIT

The Reynolds and Reynolds Company PRAIRIEVILLE, CO33909 Q (05/11)

Summit City



CHEVROLET
5200 ILLINOIS ROAD
FORT WAYNE, INDIANA 46804
260-432-0677

CUSTOMER NO. 55595	ADVISOR RONALD CRISMORE	TAG NO. 899 286	INVOICE DATE 06/21/12	INVOICE NO. CVCS324851
	LABOR RATE 0.00	LICENSE NO.	COLOR IMPERI BLUE	STOCK NO.
	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT	MILEAGE 21,990	DELIVERY DATE 08/25/08	DELIVERY MILES 505
FORT WAYNE, IN	VEHICLE I.D. NO. 1G1ZJ57B684		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/11/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

TOTALS-----

* VISA...M/C...DSCV...CASH...CHECK...CHARGE... CHK#.....	TOTAL LABOR.....	0.00
*****	TOTAL PARTS.....	0.00
*****	TOTAL SUBLET.....	0.00
*****	TOTAL G.O.G.....	0.00
*****	TOTAL MISC CHG.....	100.00
*****	TOTAL MISC DISC.....	0.00
*****	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	100.00

BUSINESS HOURS

Service Department:
Monday-Friday 7:00 AM - 6:00 PM
Saturday 8:00 AM - 12:00 Noon

Body Shop:
Monday-Friday 7:30 AM - 5:30 PM
Closed Saturday

Parts Department:
Monday-Friday 7:30 AM - 6:00 PM
Saturday 8:00 AM - 12:00 Noon

Sales Department:
Mon.-Tues.-Thurs. . . 8:30 AM - 8:00 PM
Wed. & Fri. 8:30 AM - 6:00 PM
Saturday 8:30 AM - 5:00 PM

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

THANK YOU!
CUSTOMER SIGNATURE

COMPLETE BODY SHOP FACILITY
If your vehicle is looking a little "under the weather", our Body Shop professionals are ready to help.

① NO CHARGE FOR 2ND SERVICE ON ^{JUNE} 28, 2012
STEERING PROBLEM, AND NO SERVICE PAPER WORK FOR THIS PROCEDURE ON JULY 28 2012

② We go again Thurs, 5th 2012 FOR MORE WORK

③ The 5th - the shop had a scheduling problem

④ We go now on the 6th!