

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

EQ-10469381-2561

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Johnson, Lajuan CTR \(NHTSA\)](#)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: 10469381  
**Date:** Tuesday, September 04, 2012 10:14:17 AM  
**Attachments:** [09-03-2012 03:39:01PM.PDF](#)

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**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: 10469381


**From:** [REDACTED]  
**Sent:** Monday, September 03, 2012 5:41 PM  
**To:** EVOQ (NHTSA)  
**Cc:** DataQuality, DataQuality (NHTSA)  
**Subject:** Re: FW: NHTSA: Follow up to ODI Complaint: 10469381

Attached is the follow up document, with information provided as requested. Please let me know if you have any additional questions concerning this matter.

On Tue, Aug 21, 2012 at 10:13 AM, <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		FOR AGENCY USE ONLY 100148	
		Date Received 06-AUG-2012	Repository <input type="checkbox"/>		Reference No. 10469381
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
EL PASO	TX				
<p>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).</p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZG57B284		Make CHEVROLET	Model MALIBU	Model Year 2008	
Date Purchased 12/23/2010	Dealer's Name and Telephone Number TOTH BUICK GMC 800-790-2913 800-577-7116		Engine: 2.4L No: Cylinders 4	Fuel Type: REGULAR GASOLINE	
Original Owner <input type="checkbox"/>	Dealer's City AKRON	State OH	Zip Code 44312		
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JUN-2012	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 170000 LATCHES/LOCKS/LINKAGES			Failure Mileage 24500	Failure Speed 0	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <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 0	Number of Deaths 0	Reported to Police N	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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).</p> <p>TL* THE CONTACT OWNS A 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT THE POWER LOCKS FAILED TO LOCK AND UNLOCK. THE FAILURE OCCURRED INTERMITTENTLY. THE FAILURE AFFECTED THE REAR DOORS AND THE FRONT PASSENGER DOOR. THE FAILURE OCCURRED WHEN ATTEMPTING TO LOCK THE DOORS USING THE [REDACTED] AND THE KEY FOB. THE CONTACT NOTICED THAT THE FAILURE OCCURRED MORE OFTEN WHEN THERE WERE HIGHER TEMPERATURES. THE VEHICLE WAS NOT TAKEN TO DEALER FOR INSPECTION OR REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE; HOWEVER NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 24,500 AND THE CURRENT MILEAGE WAS 25,600.</p> <p style="text-align: center;">INNER DOOR LOCK CONTROLS ON DRIVER'S SIDE INSTRUMENT PANEL</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>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.</p>					