

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236

www.safercar.gov

FOR AGENCY USE ONLY

Date Received

DEC -5 2012

Repository ☐

Reference No.

10488301

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

MAGNOLIA

State

DE

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

☒ YES ☐ NO

In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner

Date 11/15/2012

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side

Make

Model

Year

Current Mileage

1G1ZC5E1XBF

CHEVROLET

MALIBU

2011

22,100

Date Purchased

10/15/2010

Dealer's Name and Telephone Number

E.G. BURTON CHEV 302-422-3041

Engine:

Fuel Type:

☒ Original Owner

Dealer's City

MILFORD

State

DE

Zip Code

19963

No. Cylinders

4

☐ Diesel ☐ Hybrid☒ Gas ☐ Other

Transmission Type

☐ Manual☒ Automatic☒ Antilock Brakes☐ Cruise Control

Powertrain

☐ All-Wheel Drive☒ Front-Wheel Drive☐ Rear-Wheel Drive☐ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name

N/A

Incident Date(s)

Failure Mileage

Failure Speed

Failure Location

☐ Driver ☐ Passenger
☐ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand

N/A

Tire Model/Line

Tire Name

Tire Size (Example: P215/65R1105)

Failed Structure

☐ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL9ABC036 on sidewall)

☐ Original Equipment
☐ Prior Repair

Failure Type:

☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make

N/A

Date Manufactured

Model Number and Name

Seat Type

☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other

Installed in Vehicle using the:

☐ Vehicle safety belt☐ LATCH system*

*Vehicle info required

Failed Part. Describe Failure Below

☐ Base ☐ Harness/Buckle ☐ LATCH Connector ☐ Shell ☐ Handle ☐ Other

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

Police Report No.

N/A

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

THIS IS A GENERAL COMPLAINT ON JUST ABOUT ALL NEW CARS INCLUDING MINE. NAMELY THE HEAD REST IN THE FRONT & REAR SEATS BLOCK THE REAR VIEW BY AT LEAST 50% & CONTRIBUTE TO ACCIDENTS ESPECIALLY WHEN BACKING UP. THE HEAD RESTS ARE TOO HIGH & WIDE.

AT A RECENT DEFENSIVE DRIVING COURSE I ATTENDED THE POLICE

- OVER -

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

OFFICER GIVING THE COURSE SAID THAT 30% OF ALL ACCIDENTS INVOLVE PEOPLE BACKING UP & I CAN APPRECIATE THAT AS THE REAR VIEW IS BLOCKED AS IS SOME OF THE SIDE VIEW. I WOULD THINK THE HEAD TESTS SHOULD BE SMALLER, & THAT IS MY COMPLAINT.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
1200 NEW JERSEY AVE., SE.
WASHINGTON DC 20590

OFFICIAL BUSINESS
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-216
1200 New Jersey Avenue, SE.
Washington DC 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

www.nhtsa.gov

NHTSA

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

safercar.gov