

DOT-07-0013

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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	Repository <input type="checkbox"/>
06-NOV-2013	Reference No. 10551103

**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	Zip Code
SOMERSET	MA	

Daytime Telephone Number	Email Address
Evening Telephone Number	

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 1G1ZG57B28F		Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased 2009	Dealer's Name and Telephone Number PAUL MASSE GML		Engine: No. Cylinders 4	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City EAST Providence	State RI	Zip Code 02914	
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 03-NOV-2013

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

Vehicle Component Code: 010000 STEERING	Failure Mileage 76000	Failure Speed 5-10
---	--------------------------	-----------------------

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: W. Main St. Fall River MA
Tire Component Code	Tire Failure Type: MA	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**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. WHILE DRIVING ABOUT 5 MPH, THE POWER STEERING FAILED WITHOUT WARNING. THE VEHICLE WAS TOWED TO A DEALER FOR INSPECTION AND IT WAS REPAIRED. THE CONTACT WAS ADVISED THAT THE STEERING COLUMN NEEDED TO BE REPLACED AND THE TORQUE AND STEERING SENSOR HAD TO BE RECALIBRATED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 76000.

*Please see above*

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.

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

While turning out of a driveway onto a busy street the dash had a message "Power Steering" it took 2 men to push car out of the middle of the road. NO steering CAPACITY AT ALL. Letter attached from GM dated June 2012 - The dealer Paul Masse claimed the letter ~~was~~ problem WAS NOT what computer showed as failure. They originally wanted to bill me \$ 1000.00 I called GM + they spoke to Paul Masse GM + Agreed to \$ 400.00 I have enclosed ~~my~~ INVOICE which I PAID TO get my CAR BACK, BUT I feel ATTACH ADDITIONAL SHEETS IF NECESSARY I did have the problem EXACTLY as the GM Letter STATED For me IT IS A SAFETY Problem when you are stuck in the middle of the ROAD with NO steering CAPABILITIES

US 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

Sincerely

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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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



Chevrolet  
P.O. Box 909989  
Milwaukee, WI 53209-9989



10183 1G1ZG57B28

13 0017829

SOMERSET, MA



*This is  
EXACTLY what  
happened TO me*

June 2012

Dear 

As the owner of a 2008 model year Chevrolet Malibu, equipped with electric power steering, your satisfaction with our product is very important to us. Previously, you may have received a letter from GM extending the warranty coverage on your vehicle for the loss of power steering assist caused by electrical input signals within the steering column assembly. This letter is being sent to inform you that we have extended that coverage. Details of this warranty coverage extension are provided below.

Some 2008 model year Chevrolet Malibu vehicles equipped with electric power steering may have a condition where there is a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the loss of power steering assist caused by electrical input signals within the steering column assembly. If this condition occurs on your 2008 Chevrolet Malibu within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

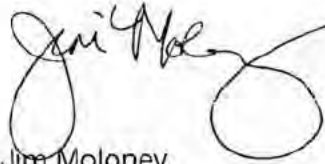
**What You Should Do:** Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service.



**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM no later than June 30, 2013.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.



Jim Moloney  
General Director - Customer & Relationship Services

Enclosure  
10183-2





GMC

55 Fortin Drive  
Woonsocket, RI 02895  
(401) 762-2300



CHEVROLET  
399 Main Street  
Wakefield, RI 02879  
(401) 783-3396



GMC

2909 Tower Hill Road (Rt. 1)  
South Kingstown, RI 02874  
(401) 783-6700

CHEVROLET

1111 Taunton Avenue (Rt. 44)  
East Providence, RI 02914  
(401) 434-1900

WE'RE HERE TO COMPLETELY SATISFY  
OUR VALUED CUSTOMERS.

"SERVICE WORK GUARANTEED 12 MONTHS OR 12,000 MILES"

www.paulmasse.com

CUSTOMER NO <b>55891</b>	APPROVAL <b>NICK</b>	9106	TAG NO <b>1547</b>	INVOICE DATE <b>11/05/13</b>	INVOICE NO <b>CVCS544673</b>
LABOR RATE	LICENSE NO	MILEAGE <b>76,277</b>	STOCK NO	STOCK NO	STOCK NO
WORK ORDER NO <b>08/CHEVROLET/MALIBU/4DR SDN LS</b>	DELIVERY DATE <b>05/20/09</b>	DELIVERY MILES <b>25,387</b>	SELLING DEALER NO	PRODUCTION DATE	
VEHICLE ID NO <b>1G1ZG57B28F</b>	FIN #	FIN DATE <b>11/04/13</b>			
COMMENTS					

LABOR & PARTS  
# 1 43CVZ

STEERING

TECH(S) 9039

WARRANTY

CUSTOMER STATES LOSS STEERING POWER, POWER STEERING MESSAGE  
CAME UP ON DISPLAY  
FOUND DTC C0545 FOR STEERING WHEEL TORQUE INPUT SENSOR.  
TESTED OPERATION, FOUND BAD TORQUE SENSOR.  
REPLACED STEERING COLUMN AND RECALIBRATED TORQUE AND  
STEERING SENSOR.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		25933396	COLUMN 6.518 N		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

# 2 00CVMPV1

MULTI-POINT INSP

TECH(S) 9039

INTERNAL

PERFORM COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION  
TECHNICIAN PERFORMED MULTI-POINT INSPECTION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	312957	544673		11/05/13	SERVICE WASH	INTERNAL
					TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY	
JOB # 1	WDC	WARRANTY DED CHEVROLET	544673	400.00	
JOB # 1	SW	SERVICE WASH		INTERNAL	
				TOTAL - MISC	400.00

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

WOONSOCKET  
SERVICE HOURS  
MONDAY - FRIDAY  
7:00 AM - 6:00 PM  
SATURDAY  
7:00 AM - 2:00 PM

WAKEFIELD  
SERVICE HOURS  
MONDAY - FRIDAY  
7:00 AM - 5:00 PM  
SATURDAY  
7:00 AM - 2:00 PM

SOUTH KINGSTOWN  
SERVICE HOURS:  
MONDAY - FRIDAY  
7:00 AM - 6:00 PM  
SATURDAY  
7:00 AM - 2:00 PM

EAST PROVIDENCE  
SERVICE HOURS:  
MONDAY - FRIDAY  
7:00 AM - 6:00 PM  
SATURDAY  
7:00 AM - 2:00 PM

My Report Card

QUESTION 16

COMPLETELY SATISFIED!

IMPORTANT

You may receive a  
questionnaire from General Motors.  
If for any reason you feel you  
cannot rate our services completely  
satisfied, please contact our  
Service Manager.  
Your complete satisfaction  
is our ultimate goal.  
Thank you,  
Paul F. Masse

Paul Masse

Paul Masse

Paul Masse

Paul Masse



GMC

55 Fortin Drive  
Woonsocket, RI 02895  
(401) 762-2300



CHEVROLET South  
399 Main Street  
Wakefield, RI 02879  
(401) 783-3396



GMC

2909 Tower Hill Road (Rt. 1)  
South Kingstown, RI 02874  
(401) 783-6700



CHEVROLET  
1111 Taunton Avenue (Rt. 44)  
East Providence, RI 02914  
(401) 434-1900

WE'RE HERE TO COMPLETELY SATISFY  
OUR VALUED CUSTOMERS.

"SERVICE WORK GUARANTEED 12 MONTHS OR 12,000 MILES"

www.paulmasse.com

CUSTOMER NO. 55891	ADVISOR NICK	9106	TAG NO 1547	INVOICE DATE 11/05/13	INVOICE NO CVCS544673
	LABOR RATE	LICENSE NO.	MILEAGE 76,277	COLOR BROWN/	STOCK NO
SOMERSET, MA	08/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 05/20/09	DELIVERY MILES 25,387
	VEHICLE I.D. NO. 1G1ZG57B28F			SELLING DEALER NO	PRODUCTION DATE
	E.T.E. NO.	P.O. NO.		R.O. DATE 11/04/13	
	COMMENTS				

TOTALS

\*\*\*\*\*  
 \* THANK YOU FOR SERVICING YOUR VEHICLE \*  
 \* AT \*  
 \* PAUL MASSE CHEVROLET \*  
 \* OUR GOAL IS TO MAKE SURE YOU ARE \*  
 \* COMPLETELY SATISFIED \*  
 \* IF FOR ANY REASON YOU ARE NOT \*  
 \* COMPLETELY SATISFIED \*  
 \* PLEASE CONTACT \*  
 \* SAM DESOUSA@ \*  
 \* 401-434-1900 OR E-MAIL @ \*  
 \* paulmasseauto@aol.com \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 400.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 400.00

WOONSOCKET  
 SERVICE HOURS:  
 MONDAY - FRIDAY  
 7:00 AM - 6:00 PM  
 SATURDAY  
 7:00 AM - 2:00 PM

WAKEFIELD  
 SERVICE HOURS:  
 MONDAY - FRIDAY  
 7:00 AM - 5:00 PM  
 SATURDAY  
 7:00 AM - 2:00 PM

SOUTH KINGSTOWN  
 SERVICE HOURS:  
 MONDAY - FRIDAY  
 7:00 AM - 5:00 PM  
 SATURDAY  
 7:00 AM - 2:00 PM

EAST PROVIDENCE  
 SERVICE HOURS:  
 MONDAY - FRIDAY  
 7:00 AM - 6:00 PM  
 SATURDAY  
 7:00 AM - 2:00 PM

My Report Card

QUESTION 16

COMPLETELY SATISFIED!

PAID  
 NOV 6 2013

CK-# [REDACTED]

**IMPORTANT**  
 You may receive a questionnaire from General Motors. If for any reason you feel you cannot rate our services completely satisfied, please contact our Service Manager. Your complete satisfaction is our ultimate goal. Thank You. Paul R. Masse