

APR 22 2014

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------|
|  <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET: www.nhtsa.dot.gov/hotline</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                             | FOR AGENCY USE ONLY 100148                                                         |                                                                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             | Date Received<br>28-FEB-2014                                                       | Repository <input type="checkbox"/><br>Reference No.<br>10566474 |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                             | Daytime Telephone Number                                                           |                                                                  |
| Name <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                             | <span style="background-color: black; color: black;">[REDACTED]</span>             |                                                                  |
| Address <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                             | E-mail Address                                                                     |                                                                  |
| City<br>FAYETTEVILLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | State<br>GA                                                                 | Zip Code<br><span style="background-color: black; color: black;">[REDACTED]</span> | Evening Telephone Number                                         |
| <i>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).</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                             |                                                                                    |                                                                  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                    |                                                                  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>1G1ZT58N57F <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                             | Make<br>CHEVROLET                                                                  | Model<br>MALIBU                                                  |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Dealer's Name and Telephone Number                                          |                                                                                    | Model Year<br>2007                                               |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Dealer's City                                                               | State                                                                              | Fuel Type:                                                       |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Antilock Brakes <input type="checkbox"/>                                    | Powertrain                                                                         | Engine:<br>No: Cylinders                                         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Cruise Control <input type="checkbox"/>                                     | Multiple Failure:                                                                  | Incident Date(s)<br>01-FEB-2014                                  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                             |                                                                                    |                                                                  |
| Vehicle Component Code: 010000 STEERING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                             | Failure Mileage<br>56500                                                           | Failure Speed<br>35                                              |
| <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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Original Equipment <input type="checkbox"/>                                 | Prior Repair <input type="checkbox"/>                                              | 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0                                                     | Number of Deaths<br>0                                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             | Reported to Police<br>N                                                            |                                                                  |
| <b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br><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).</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                             |                                                                                    |                                                                  |
| <p>TL* THE CONTACT OWNS A 2007 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE POWER STEERING FAILED AND THE POWER STEERING WARNING LAMP ILLUMINATED. THE CONTACT MENTIONED THAT WHEN THE FAILURE OCCURRED, THE STEERING BECAME VERY HARD TO MANEUVER. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE POWER STEERING MOTOR WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 56,500 AND THE CURRENT MILEAGE WAS 53,953.</p> <p>The power steering failed on multiple occasions before and after contacting your office. I also spoke to a GM rep. on three separate days to discuss and report this problem. I followed up with a letter of which I have enclosed a copy. Since both the 2006 and 2008 models were recalled for this identical issue</p> |                                                                             |                                                                                    |                                                                  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                    |                                                                  |
| 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)**

I felt it was important for them to address it with the 2007 models. This is clearly a safety issue due to the fact that the car becomes difficult and often impossible to steer, when the motor goes out. I have, since ~~sent~~ reporting this to you, repaired my vehicle so that I'm not in danger of having an accident. But for the safety of others, I think this matter should be investigated.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

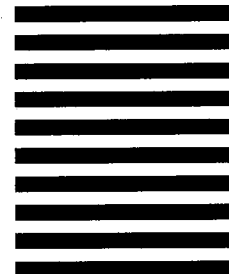
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

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UNITED STATES**



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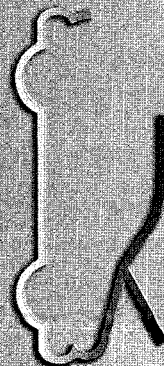
WASHINGTON, DC

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



Copy of letter sent to  
Chevrolet customer service in  
regards to this complaint.

March 3, 2014

Chevrolet Customer Service Center  
P.O. Box 33170  
Detroit, Michigan 48232-5170

To Whom It May Concern:

I am writing this letter to discuss a problem that I have had with my 2007 Chevrolet Malibu. It has begun to lose power steering assist intermittently. When this occurs a chime sounds and a warning is displayed on my radio screen. I have researched this issue and found that your company has recalled the 2006 and 2008 Malibu for the same defect. I contacted a GM representative and was given the company line that recalls are VIN specific and this could be an entirely different problem. I find that difficult to believe since you can find any number of websites online that are full of 2007 customers with the same complaints, [Aboutautomobile.com](http://Aboutautomobile.com), [automotix.net](http://automotix.net), [carcomplaints.com](http://carcomplaints.com) and [chevroletforum.com](http://chevroletforum.com), just to name a few. Fortunately, to my knowledge there have not been any serious accidents, but it is only a matter of time before one occurs.

I imagine that you have been made aware of this issue in the past because of all the information I discovered when searching. If not, I would like to take this opportunity to inform you of the problem and suggest that Chevrolet should be diligent in their effort to make all of their automobiles safe for consumers. I'm sure, due to recent problems with other models, safety is in the forefront of concerns at Chevrolet.

When I talked to the GM representatives they seemed to feel that I was searching for someone to pay for my repairs. I was very insulted since this was not the intent at all. I am having it corrected at my expense so that I am not involved in an accident. My concern was that this should be reported and taken seriously as a safety issue. If it was necessary to recall and repair the other two year models then the same should be necessary for the 2007. I have also called and reported this to the National Highway Traffic Safety Administration so that they are aware of the problem. I have also sent a copy of this letter to the Chevrolet Corporate Office in hopes of sparking some concern.

I realize that I am a minor player in a very large issue and don't know if my concern will even be noted. But, I do know that if corporations would listen to their customers more often they might be able to avoid some of the problems that develop. This should be an easy fix. Either add the 2007 to the existing recall, if possible, or create another one specific to this model.

I appreciate your consideration of this concern and hope to hear a positive response in the future.

Sincerely,

[REDACTED]  
Fayetteville, Georgia [REDACTED]