



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (EOIA) 5 U.S.C. 552(B) (6) FOR AGENCY USE ONLY 100148

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received	Repository <input type="checkbox"/>
01-APR-2014	Reference No. 10576374

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]

Address: [Redacted]

City: NEW LONDON State: WI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]

Evening Telephone Number: Same as above

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 1G1ZS58N78F [Redacted]	Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased 1-28-2009	Dealer's Name and Telephone Number Klein Chevrolet 715-823-2135	Engine: 3.5 liter No: Cylinders 6	Fuel Type: gasoline
used Original Owner Vehicle <input type="checkbox"/>	Dealer's City Clintonville	State WI	Zip Code 54929
Transmission Type automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Front wheel drive	Multiple Failure: yes
			Incident Date(s) 03-MAR-2014 still sporadically fails

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

Vehicle Component Code: 010000 STEERING Klein Chevrolet wanted to replace, steering column control module and intermediate steering shaft.	Failure Mileage 139800	Failure Speed steering fails at all speeds
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**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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**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
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**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 POWER STEERING ASSIST FAILED NUMEROUS TIMES WITH THE ILLUMINATION OF THE POWER STEERING WARNING LIGHT. ADDITIONALLY, THE VEHICLE WOULD STALL SPORADICALLY. THE CONTACT WAS ABLE TO RESTART THE VEHICLE EACH TIME AFTER EACH FAILURE BUT ONLY AFTER SEVERAL ATTEMPTS. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 14V153000 (STEERING) HOWEVER, THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO DIAGNOSED THAT THE POWER STEERING COLUMN, POWER STEERING CONTROL MODULE AND THE INTERMEDIATE STEERING SHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 139800.

*Power steering still sporadically fails*

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 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.

Dear National Highway Safety Administration , To whom this may concern

I have made some additions and comments to this accompanied vehicle owners questionnaire that was e-mailed to me by your dept. According to the letter that was e-mailed with it , I would like to add that I called General Motors Customer Service on 3-6-14 at 1:00 pm , I was given case number 71-128-0819031. Dune said to go to my dealer where I bought the car so they could give me an assessment. Klein Chevrolet of Clintonville Wis. on 3-7-14 said I should have the power steering column , the power steering control module , and the intermediate steering shaft, all replaced. On 3-8-14 I called back GM cust. Service , no answer ,had to leave message. Called them again on 3-19-14, could not get Dune , so I talked with Joy (Ext.11738) ,she said she would work on my case. On 3-17-14 , I called GM Cust. Service again , talked with June , then was transferred to Marlo (Ext.11535). Marlo seemed to skirt around the issue until the end of the conversation when I pushed for an answer, in which she said it is Gm's policy to work on a 50/50 basis with dealers and Klein Chevrolet was not willing to help at all with cost on this matter because we had no service history with them and that they considered the mileage too high on our car for consideration of this problem. We bought the car from them for price not location, it is an hour round trip there and back. We have our car fully serviced in New London where we live. And the mileage at 140,177 is under the 150,000 that GM talks about.

Marlo also said we could drive this car, that it was not a safety hazard.

I have seen on the internet and newspapers and TV about this problem with the power steering on many General Motors cars. It is a joke to say it is not a safety hazard. At any time you are driving ,the steering that you are used to, can suddenly change and this really can throw you off on how to handle the car in a given situation. We have to try to be very careful when driving , as we do not have any other vehicle to use , and especially when we need to drive our grandkids. I hope that this information helps in solving this issue. I hope Gm will fix this problem.

Sincerely ,   
May 8, 2014

1200 New  
New London WI

MILWAUKEE WI 530

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U.S. Dept. of Transportation  
National Highway Traffic Safety Admin.  
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