

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 01-APR-2014	Repository <input type="checkbox"/>
	Reference No. 10576404

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	MANSFIELD	State	MA
		Zip Code	[REDACTED]

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 1G1ZT58N68F [REDACTED]		Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-MAR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 87000	Failure Speed
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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 WHILE DRIVING AT VARIOUS SPEEDS, THE POWER STEERING ASSIST FAILED, MAKING THE STEERING WHEEL VERY DIFFICULT TO TURN. THE CONTACT ALSO INDICATED THAT WHILE AT A STOP LIGHT THE STEERING WHEEL WOULD SHAKE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS CONTACTED BUT NO SOLUTION WAS OFFERED. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER 14V153000 (STEERING). THE CONTACT STATED THAT THE VEHICLE EXHIBITED THE SAME DEFECT AS LISTED IN THE RECALL. THE FAILURE MILEAGE WAS 87,000.

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.



GMC

MANSFIELD, MA

www.lanceauto.com

2 Chauncy Street

Mansfield, MA 02048

(508) 339-3636

Fax: (508) 339-8644

SERVICE DEPARTMENT HOURS

8:00 a.m. to 8:00 p.m. Mon - Thurs

8:00 a.m. to 6:00 p.m. Fri

8:00 a.m. to 5:00 p.m. Sat

R/O Open Date	R/O Number				
4/07/14	6030254/1				
R/O Close Date	Status				
4/09/14	Final				
Mileage In	Mileage Out				
88004	88006				
Service Advisor / Tag #					
Molly/*W*					
Vehicle Identification Number					
1G1ZT58N68F					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2008	CHEVROLET	MALIBU CLASSI	4DR SDN LT		

MANSFIELD, MA			Work Phone
			Home Phone
Year	Make	Model	Body
2008	CHEVROLET	MALIBU CLASSI	4DR SDN LT

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - STEERING: STEERING CUSTOMER STATES THAT SHE HAS A LOSS OF POWER STEERING AT RANDOM TIMES. THE VEHICLE IS NOT SAFE TO DRIVE Caused by C0545 STEERING WHEEL TORQUE INSPUT .SENSOR Work performed by Robert Gawlik (40) Installed 25933396 :N-COLUMN (06518-PC) 1@402.80 TST FOR LESS THEN 2 OHMS BETWEEN LOW REFERENCE CIRC UIT AND GROUND.NORMAL.TEST FOR 5 VOLT REFERENCE CIR CUIT BEWTEEN TERM.E AND GROUND,NORMAL CHECK TORQUE SENSOR SIGNAL 1 FOR MORE THEN 4.8 VOL TS,NORMAL.CHECK TORQUE SENSOR SIGNAL 2 FOR MORE TH EN 4.8 VOLTS,NORMAL.ALL CIRCUITS TEST NORMAL REPLACED STEERING COLUMN.PERFORMED SET UP Sub Total: 717.80	315.00 402.80
#2 - MPVI: ON LINE MULTI-POINT VEHICLE INSPECTION Work performed by Robert Gawlik (40) Sub Total: .00	
#3 * 5K: EVERY 5,000 MILE MAINT.INCLUDES UP TO 6 QUARTS OF OIL AND FILTERDEXOS OR SYNTHETIC OIL MORE Work performed by Robert Gawlik (40) Installed 19210285 :SL-N-FILTER (01836-BOPCKT) 1@7.40 Installed 89021593 :OIL (08800-BOPCKT) 5@2.01 Hazardous Materials Charge 5,000 mile interval service. oil change with filter, tire roation and a multi point inspection.	22.60 7.40 10.05 4.23

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X



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 Mansfield, MA 02048
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R/O Open Date	R/O Number
4/07/14	6030254/2
R/O Close Date	Status
4/09/14	Final
Mileage In	Mileage Out
88004	88006

Service Advisor / Tag #
Molly/*W*

[Redacted]		Work Phone	Vehicle Identification Number	
MANSFIELD, MA [Redacted]		Home Phone	1G1ZT58N68F [Redacted]	
[Redacted]		[Redacted]	Delivery Date	In-Service Date

Year	Make	Model	Body	Color	License Number
2008	CHEVROLET	MALIBU CLASSI	4DR SDN LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Sub Total: 44.28	

#4 * ADD ON: ADD ON REPAIR Caused by C0455 STEERING WHEEL TORQUE INPUT SENSOR Corrected by REPLACE POWER STEERING MOTOR CONTROL MODULE Work performed by Robert Gawlik (40) Installed 22837369 :SL-N-MODULE (06605-PC) Qty: 1 Installed OSP :PRICE DIFFERENCE Qty: 1 CHECK FOR LESS THEN 2 OHMS BETWEEN THE LOW REFRENC E CIRCUIT TERMINAL E AND GROUND,NORMAL.TEST FOR 5 VOLTS BETWEEN 5 V REFERENCE CIRCUIT TERMINAL B AND GROUND.NORMAL. CHECK 5 VOLT SIGNAL 1 ON THE SCAN TOOL WHEN JUMPED TERMINAL F AND 5 V REFERENCE.OK CHECK 5 VOLT SIGNAL 2 ON THE SCAN TOOL WHEN JUMPED CIRCUIT TERMINAL C AND 5 V REFERENCE,OK. ALL CIRCUITS TEST NORMAL.CALLED GM TACH AND WAS TO LD TO REPLACE POWER STEERING MODULE.REPLACE AND SE T MODULE. ***** * Thank You For Choosing Lance! It Has Been Our * * Pleasure To Serve You.We Appreciate You Referring Us To * * Your Friends!We Service ALL Makes and Models * * ~Chris, Molly & Erin * *****	Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*	LABOR	337.60
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	PARTS	420.25
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.68
	HAZARDOUS MATERIALS	4.23
	SALES TAX OR TAX I.D.	26.27
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	789.03
	Coupon 6504/6030254	11.47
	Check [Redacted]	777.56