

MAY 22 2014

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 08-APR-2014	Repository ☐ Reference No. 10578168
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City EAUCLAIRE	State WI	Zip Code 54703			
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 1G1ZH57B49F		Make CHEVROLET	Model MALIBU	Model Year 2009	
Date Purchased	Dealer's Name and Telephone Number Johnson Motors		Engine: No: Cylinders 4	Fuel Type: Gas	
Original Owner ☐	Dealer's City Menomonie	State WI	Zip Code 54751		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 06-MAR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage 80000	Failure Speed	
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)	☐ Original Equipment ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ 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 2009 CHEVROLET MALIBU. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED AFTER THE ENGINE WAS STARTED. ADDITIONALLY, THE STEERING WHEEL WAS DIFFICULT TO TURN. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 80,000.					
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.					

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

See notebook paper
Attached!

If any other information is needed please
let me know.
Thank you!

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

Official Business
Penalty for Private Use \$300

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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



Return
Address →
Eve Claire Wil

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**



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

safercar.gov

The first time the failure happened was when I started the car to leave the garage - the light went on & there was NO power steering. Turned the car off, waited & turned it back on & light went off & I had power steering again. Went & did what I had to do. This kept happening more & more when I went to drive the vehicle. Asked my mechanic to take a look and he told me it was in the steering column & I would have to replace the column. Well had to get it done ~~because~~ because I knew this was dangerous so I set up a time with ~~him~~ ^{him} to get it replaced. But in the mean time I was driving home from work @ 70MPH on the interstate & it went out AGAIN which was scary so I wanted to get off the interstate so took the next exit which was hard to

Make the corner. Shut off
the car, waited turned it,
back on & light was off &
steering was back so I
didn't have much left till
I was home so I hoped it
would get me home - got
back on the interstate &
it was fine but RIGHT before
my exit it went out again.
People were not happy with
me because I had to slow
WAY down again to get off
the exit. Drove it like that
home & to the mechanics -
luckily we took back roads
& my boyfriend drove it to
the mechanics because
it was so hard to steer.
(Had to go slow!) This was
VERY frustrating & dangerous
as it was hard to turn & make
corners & couldn't go any-
where close to the speed limit!
My mechanic replaced the
steering column & things
work fine now. A lot of \$
later Bill's all set!

AUTOMOTIVE • RECREATION • FARM

715 308 6230



JOEL ECKERT

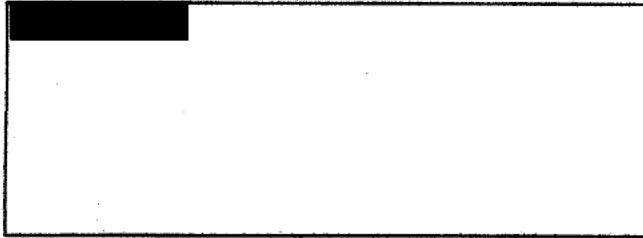
ASE CERTIFIED MECHANIC



N4504 610th Street • Menomonie, WI 54751

2/13/2014

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Vehicle	Milage	Engine
2009 chevy malibu	80000	

Description	Qty	Rate	Amount
Steering column	1	365.75	365.75T
Diagnosed and replaced faulty steering column torque sensor	3.5	50.00	175.00T
Sales Tax		5.50%	29.74
<i>Padd</i>			
It's been a pleasure working with you!			Total \$570.49