

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148 Date Received 25-APR-2014		Repository ☐ Reference No. 10584913	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline					
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
RICHLAND CENTER	WI				
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		Make	Model	Model Year	
1G1ZS58F57F		CHEVROLET	MALIBU	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			17-MAR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 010000 STEERING				Failure Mileage	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2007 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE TRAVELING VARIOUS SPEEDS, THE VEHICLE BECAME DIFFICULT TO STEER. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THAT THE POWER STEERING TORQUE SENSOR HAD FAILED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. (March 2014) I WROTE PREVIOUSLY STEERING WENT OUT RT. AFTER DRIVING A WINDING CLIFFED ROAD, PARKED TO GO INTO A STORE, RETURNED TO CAR, STARTED CAR. THEN NO STEERING. IT WAS FROZEN. NO ABILITY TO STEER. CALLED MECHANIC, HE SAID SHUT IGNITION OFF & TURN ON IT WILL BE ABLE TO STEER AGAIN. IT BECAME PROGRESSIVELY WORSE. WAITED ABOUT A WEEK OR SO BECAUSE DIDN'T HAVE EXTRA \$ TO FIX. COULDN'T DRIVE A FEW MILES WITHOUT SHUTTING OFF & ON WITH IGNITION UNTIL REPAIR.					
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)

Torque Sensor Failed causing Electric Steering to Stop.
Being 1st time it failed I had, as mentioned just got
off Hwy 7 in Richland Center "many" curves & cliffs.
I was fortunate it didn't fail minutes sooner!
Enclosing two receipts of electrical failures

Thank you for your help.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Bernadine Dillon

Jesus is The Answer

107 Pine St.

Richland Center, WI 53581

Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

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**

**or call:
Vehicle Safety Hotline
888-327-4236**



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

COLLINS AUTO REPAIR
2155 Hillside Dr
Richland Center, WI 53581

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY YR
1	2586	1370 Body Control Module	268.52	
2		Key Fobs	40.00	20.00
1		Drivers Side Mirror	31.80	
TOTAL PARTS			340.32	
MECHANICS RECOMMENDATIONS				
Estimated cost \$ Estimate Charge Basis for Charge				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN.
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

- ___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
- ___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):

- ___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
- ___ This amount includes a charge of \$_____, which is required under _____ law.

ADDRESS		PHONE
STATE, ZIP		
CITY		
AUTHORIZED NAME		

RECEIVED (DATE & TIME)	A.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME)	A.M.
9-12-2013	P.M.			P.M.
YEAR • MAKE • MODEL	SERIAL #/VIN		MOTOR #	
2007 Chevy Malibu LS	113,523		F5 9F	
LICENSE NO.	ODMETER		WRITTEN BY	
☐ LUBE	☐ OIL CHANGE	☐ FLUSH TRANS.	☐ FLUSH OIL	☐ WASH
☐ POLISH				
CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*				
Locate problem with horn. Found bad body control module. Installed new module. Jakes Chevrolet is Flashed module. OK! Removed and replaced drivers mirror. Removed mirror switch and repaired.				
METHOD OF PAYMENT:		Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.		
☐ CHECK ☐ CHARGE ☐ CASH				
LABOR		GUARANTEED ITEM(S)		
☐ FLAT RATE ☐ HOURLY ☐ BOTH		Time Chevrolet		
☐ RETAIN PARTS ☐ DESTROY PARTS		MILEAGE		
AUTHORIZED BY		LABOR ONLY		
		PARTS		
		ACCESSORIES		
		GAS, OIL & GREASE		
		MISC. MERCHANDISE		
		SUBLET REPAIRS		
		STORAGE FEE		
		TAX		
		TOTAL		

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialed the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$_____ will be applied.

SIGNED _____

DATE _____

adams
GT3870
09-11

AUTO REPAIR ORDER

Collins Auto Repair
2155 Hillside Dr.
Richland Center, WI 53581
608 604 6827

NAME

ADDRESS

CITY

VIN # 1G1ZS58F57F

Richland Center WI

QUAN.	PART NO.	NAME OF PART	SALE AMT.	CUSTOMER'S INFORMATION			
1	25933396	Column	284.64	DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
		Steering Releatn	45.63	YEAR • MAKE • MODEL			SERIAL NO.
				2007 Chevy Malibu			4041
				LICENSE NO.	MILEAGE	WRITTEN BY	
					118,013		
				☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH			
				Remove and replace Steering Torque Sensor. Part was not good! Customer bought! Remove and replace Column with Torque Sensor From GM.			
				3 1/2 hrs			
TOTAL PARTS			329.27	GAS, OIL & GREASE		ACCESSORIES	LABOR ONLY
MECHANICS RECOMMENDATIONS				GALS. GAS			100.00
				QTS. OIL			329.27
				LBS. GREASE			
				TOTAL GAS OIL & GREASE			
				☐ RETAIN PARTS ☐ DESTROY PARTS		TOTAL ACCESSORIES	
				AUTHORIZED BY		TAX	23.61
ESTIMATE AMOUNT • PARTS & LABOR						TOTAL	452.89

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR 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 CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF THE REPAIRS THERETO.

Auto Repair Order

APRIL 24, 2014

[REDACTED]
Richland Center, Wi. [REDACTED]

Administration M.H.T.S.A.
400 Seventh Street SW
Washington, D.C. 20590

Sent
4/25

Dear Highway Investigation Team Member

As stated on enclosed letter to General Motors, there has been major electrical issues with 2007 Chevy Malibu purchased by private owner in August of 2013. A phone call was received by me on April 21st 2014 from Response Team of General Motors stating to contact your office for further follow up regarding electrical malfunction of my vehicle. Vin # 1G1ZS58F57F [REDACTED]

Re. repair this past March, I trust you agree this is a even more serious matter that could surely have caused death had the steering stopped moments before my destination, on the curved & many cliffs on the highway traveled. Previous repair in September of 2013 electrical outage effected horn, non-working air passenger air bag (dashboard outage) Please consider these major issues a serious matter by which the Manufacturer should be responsible to cover repair costs.

With Sincere Appreciation,

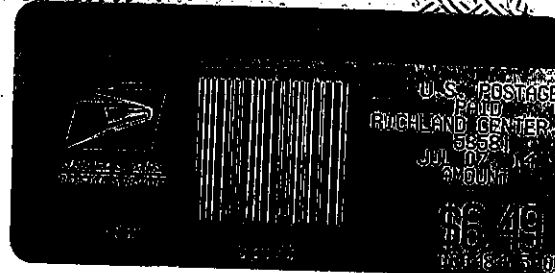
[REDACTED]

Richland Center, WI

CERTIFIED MAIL™



7012 3050 0000 5267 1562



W48-226

RETURN RECEIPT
REQUESTED

ATTN:
Mrs. Randy Reid

U.S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NVS-210
1200 New Jersey Ave. SE.
Washington, D.C. 20077-9382