

JUN 24

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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-MAY-2014

Repository ☐Reference No.
10585949

OWNER INFORMATION (Type or Print)

Name

Address

City

NASHUA

State

NH

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

1G1ZS53F96F

Make

CHEVROLET

Model

MALIBU

Model Year

2006

Date Purchased

12-20-05

Dealer's Name and Telephone Number

MAC MULKIN Chevrolet 603 888 1121

Engine: 2.2 liter

No. Cylinders

4 Engine

Fuel Type: INJECTION

GAS

REG.

Original Owner

☒

Dealer's City

Nashua

State

NH

Zip Code

03061

Transmission Type

4 speed
AUTO☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

YES Steering

Incident Date(s)

04-FEB-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Date reported Xtremely difficult

THIS FAILURE happened 5X Prior to reported date
steer. accident prone.

Failure Mileage

66000

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 2006 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE DRIVING VARIOUS SPEEDS AND ATTEMPTING TO TURN, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 66,000 AND THE CURRENT MILEAGE WAS 72,000.

Repaired may 7, 2014 Mac Mulkin Chevrolet Nashua NH
no charge For Parts + Labor

03061

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)

Received Recall 1st notice on June 16, 2014

Steering module, column, Core change, Steering & Suspension
(Fixed prior to letter) May 7, 2014 Repaired

1) Failure Steering extremely difficult to steer.
pulling out of street to take right I was on wrong
Lane - Head on, other car saw me + stopped
DANGEROUS
ATTACH ADDITIONAL SHEETS IF NECESSARY

2) Car store parked in spot against walkway could not back out. Steering
froze up. shut car off restarted wiggled steering wheel - then OK

U.S. Department
of Transportation

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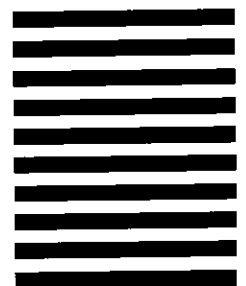
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

MM130
17 JUN '14
PM 1 L



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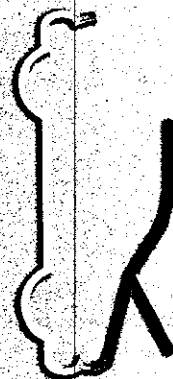
WASHINGTON, DC

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

or call:

Vehicle Safety Hotline

888-327-4236



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

