

JUN 17 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

 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 05-MAY-2014 Repository ☐ Reference No. 10586766	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
SPRING HILL		FL			
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	
1G1ZH57B984		CHEVROLET		MALIBU	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No. Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control		Multiple Failure:		06-MAY-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				25000	
				Failure Speed	
				50	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH, THE STEERING WHEEL JERKED AND SHOOK WITHOUT WARNING. ADDITIONALLY, THE FAILURE OF THE STEERING CAUSED THE VEHICLE TO PULL TO THE RIGHT, WHICH BECAME HARD FOR THE CONTACT TO MANEUVER. THE CONTACT MOVED TO THE SHOULDER WHERE THE VEHICLE WAS TOWED TO THE DEALER BUT WAS NOT REPAIRED. THE MANUFACTURER ADVISED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER 14V153000 (STEERING). THE FAILURE AND CURRENT MILEAGE WAS 25,000.					
I had to pay to have my car repaired. Attached are copies of everything I paid for.					
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.					

ODI Complaint # 10586766



REGISTER CHEVROLET, Inc. RV CENTER

14181 Cortez Blvd. P.O. Box 1536 PH. (352) 597-3333
BROOKSVILLE, FLORIDA 34613

SERVICE INVOICE

STATE OF FLORIDA
REGISTRATION NUMBER MV-05325

RO 95341	VIN 1 G 1 Z H 5 7 B 9 8 4	DATE IN 05/06/14	
YEAR 2008	MAKE CHEVROLET	MODEL MALIBU 1LT	COLOR BEIGE O
MILES IN 25543	MILES OUT 25556	FIRST USE 00/00/00	FLSC FL
SEE ALSO	C: [REDACTED] H: [REDACTED] W: () -		TIME IN 12:45 09:17 CLOSED 05/07/14 WRITER 0269 WILLIAM

1) CUSTOMER STATES THE POWER STEERING GOES OUT WHILE DRIVING-TOWED IN, ADVISE CASE #71-1302424553 PERFORMED SCAN/ELECTRICAL DIAG, CHECKED POWER AND GROUNDS AT ALTERNATOR. CHECKED FOR OPEN CKTS. FOUND POWER STEERING MOTOR SHORTING OUT. REPLACED POWER STEERING CONTROL MODULE WITH MOTOR, SETUP AND CLEARED CODES AND ROAD TEST 13 MILES-OK (Tech:15) A

Labor	T15	252.76
22837369 (MODULE)	1	547.22
Total Labor		252.76
Total Parts		547.22

Total Repair (Customer) 799.98

10% LABOR 10% PARTS
10% LABOR 10% PARTS

252.76 Labor Charges Discounted 10%	26.28
547.22 Parts Charges Discounted 10%	54.72
Check: (2217)	776.37

CK

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.

Next Service AUG '14 Lube-Oil-Filter

Page 1 of 1 Job 913

95341



Customer Copy

W/C	INT.	CUSTOMER
		Labor 252.76
		Parts 547.22
		Sublet .00
		Shop Supplie 10.00
		Oil/Grease .00
		Less Disc. -81.00
		Sub Total 728.98
	.00	Tax 43.74
		Tax 2 3.65
		Total (Cash) 776.37

ODI Complaint #
10586766

MIKE'S AUTO TOWING

15604 COUNTY LINE ROAD
SPRING HILL, FL 34610
(727) 862-9474 (352) 688-0889
FAX (727) 378-5868

No 020598

TOWING SERVICE

PHO [REDACTED]		EMAIL	
DATE 5/6/14	TIME 10:15	REQUESTED BY Roxanne	MILEAGE BEFORE TOWING 25,543
YEAR 08	MAKE/MODEL/COLOR 1/16/16	VIN 1G1ZH57B984	[REDACTED]
DRIVER Jma		REGISTRATION NO	TAG # [REDACTED]
LOCATION OF VEHICLE 19/16/16		TOWED TO Register	
MILEAGE		SERVICE TIME	EXTRA TIME
FINISH 25,543	FINISH	FINISH	FINISH
START	START	START	START
TOTAL	TOTAL	TOTAL	TOTAL
DAMAGE RELEASE			
I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE.			
SIGNATURE OF CAR OWNER OR AGENT [REDACTED]		DATE 5-6-14	
REMARKS: [REDACTED]		MILEAGE CHG. 16	
[REDACTED]		TOWING CHG.	
[REDACTED]		LABOR CHG.	
[REDACTED]		STORAGE CHG.	
[REDACTED]		TOTAL 16	
SIGNATURE OF TOW OPERATOR [REDACTED]		DATE	

TSD N/C

ODI Complaint # 10586766

SPRING HILL FL

May 7, 2014

63-27/631 FL 1193

Pay to the Order of Registe Chevrolet \$ 776.37

Seven Hundred Seventy Six and 37/100 Dollars

Bank of America

ACH R/T 063100277

for Redner Power Steering Control

AMERICA THE GREAT

FAX COVER SHEET

TO: NHTSA

ATTENTION: Office of Defects Investigation

FAX NUMBER: (202) 366-1767

FROM:

[REDACTED]

Spring Hill, Fl. [REDACTED]

[REDACTED]

TIME: 3:40pm

NUMBER OF PAGES INCLUDING THIS SHEET 5

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