

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 19-MAY-2014		Repository ☐ Reference No. 10592505			
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
ROXBORO	NC				
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	
1G1ZT58F97F		CHEVROLET	MALIBU	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
March 2007	Bryd Chevrolet 252-492-6161		No: Cylinders	Reg.	
Original Owner ☒	Dealer's City	State	Zip Code		
	HENDERSON	NC	27536	4 cylinder	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☒ Cruise Control		POWER STEERING STARTER Ignition	27-DEC-2013 (Daily)	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 010000 STEERING, 016000 STEERING: ELECTRIC POWER ASSIST SYSTEM				Failure Mileage	Failure Speed
				200000	55
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	Number of Deaths	Reported to Police	
		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. WHILE DRIVING APPROXIMATELY 55 MPH, THE POWER STEERING FAILED AND THE WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE CONTACT PULLED THE VEHICLE OVER TO THE SIDE OF THE ROAD AND DEACTIVATED THE ENGINE. ONCE RESTARTED, THE VEHICLE OPERATED NORMALLY. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT A PART ASSOCIATED WITH THE POWER STEERING NEEDED TO BE REPLACED. THE IGNITION SWITCH WAS ALSO DEFECTIVE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 200,000.					
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 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.					

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

See Attach form - Letter

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

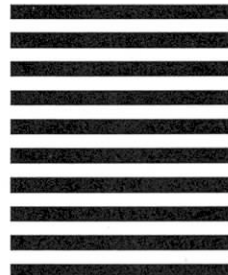
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



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UNITED STATES**



BUSINESS REPLY MAIL

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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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

Thank you for insuring with us! Here are your identification cards for proof of insurance.

National General  NORTH CAROLINA AUTOMOBILE INSURANCE CARD		KEEP THIS CARD IN YOUR MOTOR VEHICLE									
Integon National Insurance Company PO Box 3199 Winston Salem, NC 27102-3199 INSURED  Roxboro, NC 		NAIC NUMBER 29742 POLICY NUMBER  EFFECTIVE DATE 6/24/2014 EXPIRATION DATE 12/24/2014									
Report all accidents immediately to: National General Insurance Toll free at: 1-800-468-3466											
<table border="1"><thead><tr><th>YEAR</th><th>MAKE</th><th>MODEL</th><th>VEHICLE IDENTIFICATION NUMBER</th></tr></thead><tbody><tr><td>2007</td><td>CHEV</td><td>MALIBU L</td><td>1G1ZT58F97F </td></tr></tbody></table>		YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	2007	CHEV	MALIBU L	1G1ZT58F97F 		
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER								
2007	CHEV	MALIBU L	1G1ZT58F97F 								
AGENCY: Oxford Insurance Agency PO Drawer 1258 Oxford, NC 27565		0009738 (919) 693-6342									
		MOD: 00									
		10043NC (03012010)									

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Cut On Solid Line – Fold On Dotted Line
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July 24, 2014

Greetings:

My name is [REDACTED] and I am writing this letter to you regarding my 2007 Chevy Malibu that I purchased in March 2007 from Boyd Chevrolet in Henderson, NC. The purpose of this letter is to make you aware of some of the challenges I've encountered with my vehicle.

I started having problems with my power steering in Dec 2013. The steering column would lock while driving and when it would happen, the steering wheel would jerk. The first couple of times it happened I was able to pull the car to the shoulder of the road, turn the ignition off and the car would then run as normal. On one occasion, the power steering malfunctioned when I was turning a corner. I tried to miss a pothole in the street when the steering wheel locked. I was unable to avoid the hole because the steering wheel was too hard to turn and when my tire hit, it broke the hub cap. Also, I pulled a muscle in my right arm. I had to see a physician for the pulled muscle in my right arm and to get medication for the pain.

Later I took the car to a repair shop and was told the power steering was dangerous and needed to be repaired. I was told the parts would cost approximately \$800 to \$900 dollars to order the parts to correct the power steering column. This price quote did not include the cost of the parts for the ignition and labor.

Afterwards the vehicle's ignition started going out. On several occasions the car would fail to start. Periodically If I were to stop I could not turn the car off because oftentimes it would not crank again.

Unfortunately, I did not have the money to put into the repair of my Chevy Malibu. I continue to drive the car because I have to get back and forth to work and it is my only means of transportation. Recently I saw on the news that there was a recall on certain GM cars from 2002 to 2014. I took my car back the Chevrolet dealership and was told my 2007 car was not on the recall list even though it was malfunctioning in the same manner in which the recalled cars were not working.

I had called General Motors several times and I'd left several unanswered messages. Finally in April 2014, I called and spoke with a GM operator that said my car was included in the recall but no one had filed a claim or had a fatality. I told her I wanted to file a claim and I gave her all the information I've shared with you in this letter. To this day I have never heard anything from her or from GM.

I would like to settle this matter as soon as possible and I would appreciate if your company could assist me in putting this matter behind me. I would appreciate your addressing this matter as I fear for mine and my family's safety while operating this vehicle in its current condition. I can be reached at [REDACTED] I look forward to your immediate response.

Respectfully Submitted,

[REDACTED]

