

 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 03-JUL-2014	Repository ☐ Reference No. 10608044
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: ROCKFORD State: IL Zip Code: [REDACTED]				Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED] E-mail Address: NOEMAIL@UNK.GOV	
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 1G1ZJ57B39F [REDACTED]				Make CHEVROLET	Model MALIBU
Date Purchased 2009	Dealer's Name and Telephone Number NOW CLOSED REICHERT CHEV			Engine: No. Cylinders 4	Fuel Type: GASOLINE
Original Owner ☐	Dealer's City CRYSTAL LAKE	State IL	Zip Code 60014		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4cy FRONT WHEEL DRIVE	Multiple Failure: REPEATED STEERING PROBLEM NOISE & STIFFNESS		Incident Date(s) 10-JUL-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING ELECTRIC POWER STEERING UNIT				Failure Mileage 100000	Failure Speed SLOW 1-15 MPH
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 POWER STEERING UNIT MADE A GRINDING NOISE AND GAVE RESISTANCE WHEN TURNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 100,000.					
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)

I am aware that many GM cars including the 2009 Malibu are already part of a Electric Power Steering Unit Recall. I went to 2 dealerships and was told that because my car was "assembled" at a different plant, it was not included. My car has the SAME PART (elec power steering motor) and exhibits the SAME SYMPTOMS (noise and excessive resistance to turning) as those recalled. I do not want to wait for a failure and an accident to be included in this repair. I am asking that the NHTSA to expand this recall to the factory that assembled my 2009 Chevy Malibu. Thank you. [REDACTED]

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

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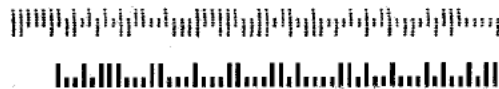
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
200779382



**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

