



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 15-JUL-2014	Repository <input type="checkbox"/>
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	Reference No. 10610678

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City MOUNT VERNON State AL Zip Code [REDACTED]

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 1G12H57B484 [REDACTED]	Make OLET	Model MALIBU	Model Year 2008
Date Purchased	Dealer's Name and Telephone No. VJ CHEVROLET 633-3321	Engine: Nos. Cylinders 4	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City MOB: LF	State AL	Zip Code 36566
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUN-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING  
Failure Mileage: 100,000  
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 NHTSA CAMPAIGN NUMBER: 14V153000 (STEERING) EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT RECEIVED THE RECALL NOTIFICATION IN JUNE OF 2014. THE DEALER ADVISED THAT THE MANUFACTURER HAD NOT PROVIDED THE PART AND UNCERTAIN OF WHEN THE PART WOULD BECOME AVAILABLE. THE VIN WAS NOT AVAILABLE. THE VEHICLE DID NOT EXPERIENCE A FAILURE.

THE STEERING IS UNSAFE TO DRIVE IT WILL JERK TO THE RIGHT & BACK TO THE LEFT. I CANT GET ANY RESULTS FROM UJ OR GM

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.

HAD TO GET ANOTHER AUTO TO DRIVE.

**Subject:** FW:  
**Date:** Thursday, August 21, 2014 10:23:02 AM  
**Attachments:** [20140820140442056.pdf](#)

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Here's a questionnaire.

-----Original Message-----

From: [REDACTED]  
Sent: Wednesday, August 20, 2014 3:08 PM  
To: DataQuality, DataQuality (NHTSA)  
Subject: FW:

I am so dissatisfied with this problem. I went in and talked to Mr. Jerry Smith the maintenance manager of UJ Chevy and he said this is typical for GM to know they have a problem but will not send any parts to repair and if they do send the parts its most of the time not the problem. My daughter was driving the car but it almost caused her to be in an accident so we parked the car and purchased another. I have never seen anything like this it is a crying shame. I have been doing business with UJ Chevy for many years and I can't understand what's going on. The EPS electronic power steering sometimes will just sit there and shake the steering wheel and then it will go away. Mr. Jerry Smith said it may need to the steering column replaced but they can't get anything out of General Motors.

Thanks

-----Original Message-----

From: [REDACTED]  
Sent: Wednesday, August 20, 2014 1:05 PM  
To: [REDACTED]  
Subject:

This E-mail was sent from "RNP0ABF1E" (Aficio MP C2050).

Scan Date: 08.20.2014 14:04:41 (-0400)

Private and confidential as detailed here: [REDACTED] If you cannot access the link, please e-mail sender.