

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) 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 02-OCT-2014		Repository ☐ Reference No. 10640828	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		CHUGIAK		AK	
Zip Code		[REDACTED]		Daytime Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		Evening Telephone Number		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				Make		Model	
1G1ZT53F86F [REDACTED]				CHEVROLET		MALIBU	
Model Year		2006		Date Purchased		Dealer's Name and Telephone Number	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Original Owner		Dealer's City		State		Zip Code	
☐		Anchor Age		AK		[REDACTED]	
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
☐ Cruise Control		[REDACTED]		[REDACTED]		Incident Date(s)	
[REDACTED]		[REDACTED]		[REDACTED]		01-SEP-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 250000 ELECTRONIC STABILITY CONTROL, BRAKES (PWS), 120000 EXTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM, 030000 SERVICE BRAKES, HYDRAULIC						Failure Mileage	
[REDACTED]						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: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:			
Tire Component Code		Tire Failure Type:			[REDACTED]		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:		[REDACTED]			
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		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V252000 (ELECTRICAL SYSTEM, ELECTRONIC STABILITY CONTROL, EXTERIOR LIGHTING, SERVICE BRAKES, HYDRAULIC, VEHICLE SPEED CONTROL). THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER FOR THE RECALL REPAIR AND WAS LATER INFORMED THAT THE PART WAS UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.							
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)

After seeing the representative of GM on the today show, saying the replacement parts were ready but car owners weren't making appointments to fix them. I called the nearest dealership to check, I explained I had gotten a recall notice but it said there were no parts. The dealership said they had the replacement parts, that he was looking right at them. I scheduled an appointment on October 1st. The dealership said it would be an all day repair. I took the day off work and arranged for someone to meet me in Anchorage (there is not a dealership where I live) and drive me home. At 5:15 that night the dealership called and said they did not fix my car because they did not have any parts. (See additional)

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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**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**



safercar.gov

**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

When I asked how it took 7-8 hours to discover they did not have parts. The dealership said no, they knew that at 11:00. They did not bother to call me until after 5:00. He then said if I wanted my car today, so I could go to work tomorrow, I had to arrange a ride back to Anchorage and get there by six. The dealership knew I did not live there and would not be able to get back to Anchorage in 45 minutes. I made an appointment in a different town to have my car fixed. They told me this was a 20 minute/half hour fix, Alaska Sales and Service had me take an entire day off work for half hour repair when they had already lied to me about having the repair parts.

