

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RCVD USPS 11/07/2014



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	Repository <input type="checkbox"/>
08-OCT-2014 <b>NOV 24 2014</b>	Reference No. 10643396

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
BALDWINVILLE	NY	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	NOEMAIL@UNK.GOV
Evening Telephone Number	[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 1G1ZJ57768F [REDACTED]		Make CHEVROLET	Model MALIBU <b>2LT</b>	Model Year 2008
Date Purchased <b>10/20/2010</b>	Dealer's Name and Telephone Number <b>Joe Bishop Auto Sales</b>		Engine: <b>6</b>	Fuel Type: <b>Gas</b>
Original Owner <input type="checkbox"/>	Dealer's City <b>Ontario</b>	State <b>NY</b>	No: Cylinders	
		Zip Code <b>14519</b>		
Transmission Type <b>Automatic</b>	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) <b>20% 15-OCT-2010</b>
	<input checked="" type="checkbox"/> Cruise Control			

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

Vehicle Component Code: 010000 STEERING	Failure Mileage <del>16500</del> <b>15,833</b>	Failure Speed <b>Varying</b>
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT HEARD AN ABNORMAL NOISE COMING FROM THE STEERING SHAFT U-JOINT. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 16,500. **(15,833)**

**11/08/14 Amendment by [REDACTED] husband, [REDACTED]**  
From the time of purchase as used from dealership, steering column noise was heard upon turning steering wheel. Dealer attempted to sell us WYNNE warranty, but we declined to purchase \$1,800<sup>00</sup> policy after paying \$18,000 for what should have been almost a new vehicle. Rudy Schmidt Frame

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)**

(cont'd) Shop in Syracuse diagnosed problem to be defective plastic type synthetic bushing worn out where steering column meets rack-n-pinion. This problem is known of the Malibu. We have spoken to a number of Malibu owners who have experienced the same problem. These people agreed to make a complaint of it to the manufacturer. Steering problems with the Malibu are noted on NHTSA campaign numbers # 14V153000 (03-31-2014) and # 14E044000 (07-21-2014). This problem should be recalled by Chevrolet for the problem so outlined in this narrative. (11-08-2014)

[Redacted], Baldwinsville, NY [Redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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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**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