INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FEB 5 2015 FEB 6 2015 FEB 06 2015

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 ☐
15-DEC-2014	Reference No. 10664389

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City SUGAR VALLEY	State GA	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	Make	Model	Model Year
1G1ZS58F87F[redacted]	CHEVROLET	MALIBU	2007

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
2008			No. Cylinders 4	87 octane
Original Owner ☐	Dealer's City Possibly Opelika	State Ala. / Zip Code		

Transmission Type			Multiple Failure:	Incident Date(s)
Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	yes	15-DEC-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed
	52754	

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	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. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE HESITATED TO ACCELERATE AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE POWER STEERING MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED SEVERAL YEARS AFTER THE REPAIR. THE FAILURE MILEAGE WAS 52,754.

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)

Power steering fails unexpectedly while driving. In addition while turning into a curve (left or right) steering is proned to lock irradically for 1 to 2 seconds approximately - then continues to normal steering.
Second failure occured at 85,000 miles.

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

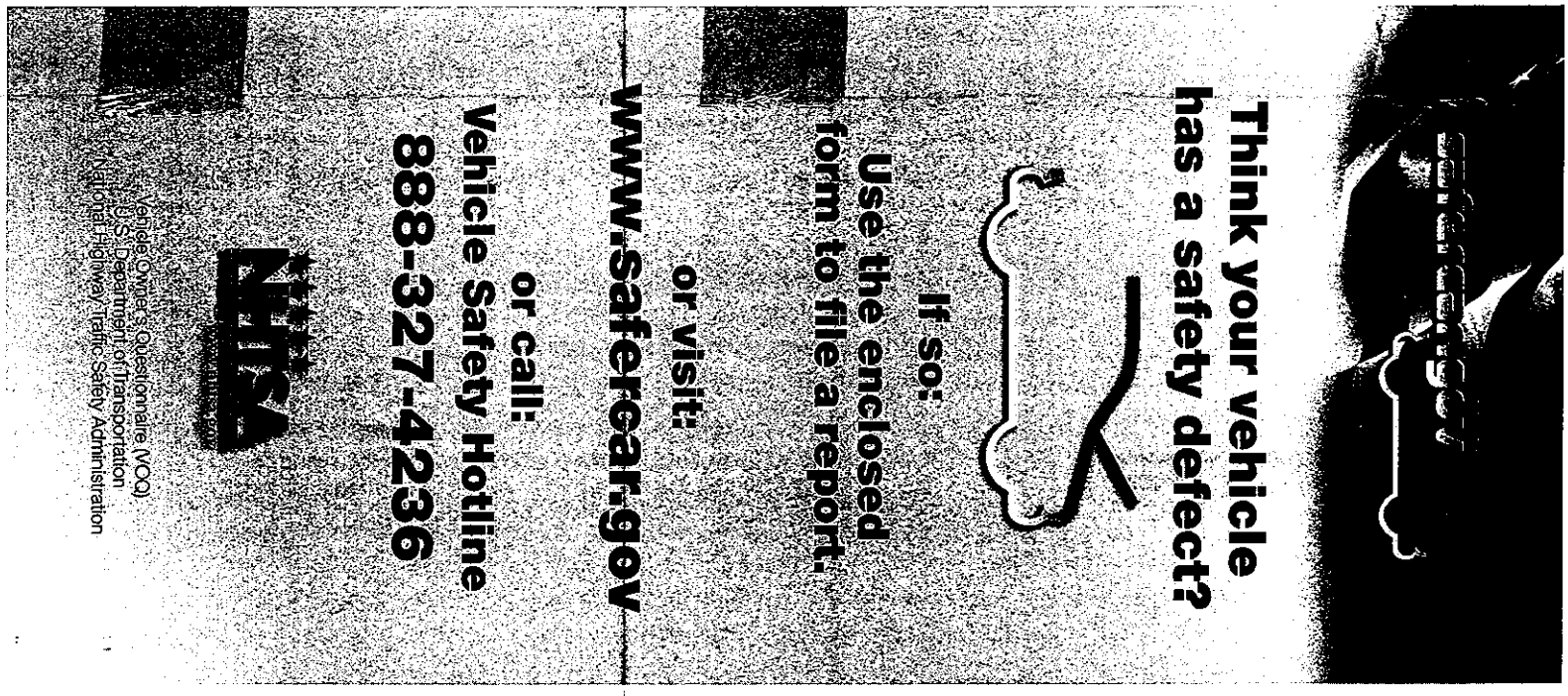
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



CUSTOMER #: [redacted]

[redacted]

INVOICE

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Edd Kirby's ADVENTURE
CHEVROLET CHRYSLER Jeep
1501 W. Walnut Avenue P.O. Box 369
Dalton, GA 30720
Web Site: www.adventurecars.com
706-278-1122 · 1-800-255-1821

[redacted]
SUGAR VALLEY, GA [redacted]
HOME: [redacted] CONT': [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 68463 SHAUN MCCLURE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	CHEVROLET MALIBU	1G1ZS58F87F[redacted]		87493/87493	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR11 IS 01MAR11 DD			16:00 30DEC14		0.00	CASH	31DEC14

R.O. OPENED	READY	OPTIONS:
08:58 29DEC14	09:52 31DEC14	DLR:EDD_KIRBY ENG:L4,_2.2L;_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES POWER STEERING COMPLETELY LOCKS UP AT TIMES WHILE DRIVING			
51 BODY ELECTRICAL			
357 CGC 0.00		0.00	0.00
87493 NEEDS STEERING COLUMN AND STEERING MOTOR (MODULE)			
CUST WAS ADVISED AND DECLINED REPAIR GM HAS NO ASSIST TO OFFER AT THIS TIME.			
OFFERED CUST A 10% DISCOUNT CUST STILL DECLINED REPAIR ..REPAIR WOULD HAVE BEEN $1052.10 PLUS TAXES AFTER THE DISCOUNT .			
**********			
B CUST CALLED 800-222-1020(GM) SPOKE TO TERRI A SRV ADVISOR AND REQUEST # [redacted] AND ASK US TO CALL AFTER WE DIAG VEH			
00 GENERAL QUICK SERVICE			
357 CGC 0.00		0.00	0.00
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THANK YOU FOR CHOOSING ADVENTURE TO SERVICE Y OUR VEHICLE. OUR GOAL IS YOUR COMPLETE SATISF ACTION. YOU MAY RECIEVE A SURVEY FROM THE MAN UFACTURER REGARDING TODAY'S VISIT. IF FOR ANY REASON YOU CANNOT GIVE US A COMPLETELY SATIFI ED. PLEASE CONTACT ME IMMEDIATELY AT 706-529-2027 OR AT rocco@daltonu.com

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

NOT RESPONSIBLLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OF ANY OTHER CAUSE BEYOND OUR CONTROL.
Repair work done on this order will be based in part upon a flat rate manual compulation.
IN CASE OF DEFAULT IN PAYMENT, I AGREE TO PAY ALL COST OF COLLECTION, INCLUDING REASONABLE ATTORNEY FEES.

SIGNATURE _____

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

SERVICE & PARTS
7:30 A.M. - 5:30 P.M.
MON. - FRI.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell:
Vehicle: 1G1ZS58F87F [redacted] 2007 MALI

Mileage: 54,754 Payment type: [redacted] Waiter: No
Service advisor: 318 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 06/06/2011 Customer Comments: No

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A CUSTOMER STATES: POPPING NOISE IN FRONT END OVER BUMPS--CUSTOMER FOUND A BOLT ON TOP OF ENGINE-IT IS IN THE PASSENGER FRONT SEAT

45	CGC	STEERING/SUSPENSION	3.00	276.00
Tech(s): 357				
20876912		1 MODULE		477.75
20938080		1 SHAFT KIT		211.01

Pts: 688.76 Lbr: 276.00 Other: 0.00 Total Line A: 964.76

Story: 54754 steering module replaced steering module.replaced i shaft. aligned ft end.reset steering angle

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Customer Pay	
Labor	276.00
Parts	688.76
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	964.76
Less Insurance/Adjustment	0.00
Sales Tax	41.33
Total	1,006.09