



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 09-JAN-2015	Repository <input type="checkbox"/>
	Reference No. 10671277

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	BILLINGSLEY	State	AL	Zip Code	[REDACTED]
				Evening Telephone Number	

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 1G1ZU54854F [REDACTED]	Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number STOKES INC 1205-755-3700		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type AUTO	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain YES	Multiple Failure: YES SEVERAL
			Incident Date(s) 30-JAN-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 94000	Failure Speed 50
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make ELECTRONIC STREETING	Tire Model (Name or Number) * SAME	Tire Size (Example P215/65R15) SAME
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code SAME	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 checked="" type="checkbox"/> Yes <input 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 2004 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH ATTEMPTING TO AVOID A DOG, THE STEERING WHEEL BECAME DIFFICULT TO TURN AND THE POWER STEERING SEIZED. THE CONTACT CRASHED INTO THE DOG. THE CONTACT WAS NOT INJURED. THE VEHICLE WAS TOWED TO NEAREST INDEPENDENT MECHANIC FOR REPAIRS TO THE DAMAGED FRONT END. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 94,000.

SAME AS ON BACK ALSO ADD ABOUT PARKING + TURN LIGHTS WHICH WERE WERENT RECALLED

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)

TOOK CAR TO SHOP THE TIME NO ONE COULD TELL WHAT WAS WRONG
TILL WRECK, AT WHICH TIME DOOR HAD IN FRONT OF CAR TURNED CAR BUT IT
WOULD TURN. BODY SHOP PUT NEW (ELECTRONIC STEERING) AXLE FRONT END OUTSIDE
HAD RENTAL CAR 3 WKS. FRONT-END PARKING LIGHTS & TURN SIGNAL BURNED
OUT BEFORE WRECK 4 OR 5 TIMES STOPPED BY POLICE SEVERAL TIME FOR NO
PARKING LIGHTS NO TURN SIGNAL AFTER WRECK LIGHTS (P.T.S) LIGHTS BURNED
OUT WITHIN 2 WKS. EVERY TIME I SEE 2004 CHEV MALIBU I LOOK AT PARK
IN LIGHTS. EVERY ONE I'VE SEEN HAVE SOME YELLOW BURN RESIDUE ON CLEAR COVER
OUTSIDE. EVERY ONE I ASKED ABOUT IT TELL SAME THING THEY CHANGE LIGHT
EVERY 2-3 WKS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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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



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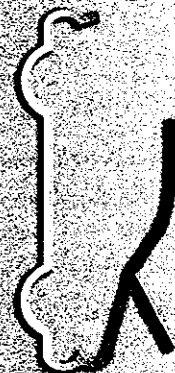
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POSTAGE WILL BE PAID BY ADDRESSEE

**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**



**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



20F2

ALL SAID THEY TALK TO DEALER WHO REPLY'S THERE IS NOTHING
THEY CAN DO. THIS IS SAME I WAS TOLD WHEN I ASK ABOUT
ELECTRONIC STEERING TILL (DOE) ISSUED (RECALL) SO MY PARKING LIGHT
AND TURN LIGHT DONT WORK UNLESS I CHANGE THEM EVERY
2-3 WKS. IF YOU LIKE I'LL SEND PICTURE OR HAVE SOMEONE
TEXT YOU ONE.

S.N.

