

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

Form Approved: O.M.B. No. 2127-0008

 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	
OWNER INFORMATION (Type or Print)		Date Received 12-JAN-2015		Repository ☐ Reference No. 10671994	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		City [REDACTED] State [REDACTED] Zip Code [REDACTED]		City [REDACTED] State [REDACTED] 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 1G1ZB5E17B [REDACTED]		Make CHEVROLET		Model MALIBU	
Model Year 2011		Date Purchased MARCH 2013		Dealer's Name and Telephone Number JIM WINTERS AUTO GROUP 577-879-4909	
Engine: No. Cylinders 6		Fuel Type: GASOLINE		Original Owner ☐	
Dealer's City JACKSON		State MI		Zip Code 49302	
Transmission Type Auto 6SP		☒ Antilock Brakes ☒ Cruise Control		Powertrain FRONT WHEEL DRIVE	
Multiple Failure:		Incident Date(s) 04-JAN-2015			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 61573	
Failure Speed 0					
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: DOTM19ABC036)		☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
Number of Deaths 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 2011 CHEVROLET MALIBU. THE CONTACT STATED THAT THE SERVICE AIR BAG WARNING LIGHT REMAINED ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE SENSING DIAGNOSTIC MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 61,573.					
DEALER TOLD ME THE REPAIR IS IN TSB 10332C THAT STATED CAUSE OF FAILURE IS DUE TO AN INTERNAL FAULT. TSB WAS HANDLED AS A FIELD ACTION/RECALL BUT WITH A CUT-OFF DATE OF LESS THAN THE NEW VEHICLE WARRANTY. 6M 1st REFUSING TO MAKE ANY REIMBURSEMENT. COST OF THE REPAIR WAS \$785.54 IF THIS WAS NOT SAFETY RELATED WHY THE URGENT TO COMPLETE THE FIELD ACTION BY 11-30-12?					
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.					

From: [Atkins, Tanva CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10671994-----
Date: Monday, February 09, 2015 2:53:18 PM
Attachments: [ODI10671994.tif](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, February 09, 2015 1:44 PM

Subject: FW: NHTSA: Follow up to ODI Complaint: ----10671994-----

From: [REDACTED]
Sent: Sunday, February 08, 2015 7:51 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: ----10671994-----

Attached is the Questionnaire with written in text. If unable to use please let me know and I'll fax or snail mail. In my opinion GM is trying to hide a safety related defect. The driver of the vehicle must assume with a "Service Air Bag" message and the air bag symbol being on the system is not working properly. As I stated on the questionnaire if not safety related why the urgency to fix the problem quickly as stated in the TSB.

Thank You [REDACTED]

From: EVOQ@dot.gov
To: [REDACTED]
Sent: Thursday, February 5, 2015 9:52:55 AM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10671994-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

