

APR - 3 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 27-JAN-2015	Repository ☐ Reference No. 10679311		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address	
City CLINTON	State IA	Zip Code		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 1G1Z558F07F		Make CHEVROLET	Model MALIBU	Model Year 2007	
Date Purchased Jan 2011	Dealer's Name and Telephone Number McEleneey Motors		Engine: No: Cylinders	Fuel Type: Reg	
Original Owner ☐	Dealer's City CLINTON	State IA	Zip Code 52732		
Transmission Type AUTO	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-DEC-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage 130000	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: 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 2007 CHEVROLET MALIBU. THE CONTACT STATED THAT WHEN STARTING THE VEHICLE, THE POWER STEERING FAILED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING WHEEL SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 130,000.					
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 to 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.					

3-20-15

Attention: Randy Reid,
Chief Correspondent,
Research Division NHTSA

This letter is in response to your request for more information regarding my complaint to the National Highway Traffic Safety Administration, made on 1-27-15 Complaint # 10679311.

Enclosed is all the material that was sent to General Motors pursuant to my complaint; my letter to General Motors, the Dealers bill, my canceled check, an article from the GM website describing exactly my same trouble showing they do NOT cover my year 2007 Malibu. They intend to cover 3 year before and 2 years after my 2007 Malibu. My complaint and question has always been why did they skip over 2007? I have the same exact trouble as described in their article and documented in the bill from the Dealer who made the repairs. **I have requested that GM make right this oversight and reimburse me for the \$524.74 incurred by the repair of my vehicle.**

General Motors did contact me on March 6th 2015, but could give no reasoning for why the 2007 Malibu was excluded from their recall was provided.

Again, I have the same exact trouble stated in their website article copied below.

"When power steering assist is lost, a message displays on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering, but greater driver effort would be required at low vehicle speeds, which could increase the risk of a crash."

- "Chevrolet Malibu: All model year 2004 and 2005, and some model year 2006 and model year 2008 and 2009 vehicles"

Thank you for your attention to this situation. Any help to resolve would be greatly appreciated.

Sincerely,

Clinton Iowa

1-28-15

Letter TO

Attention Customer Service, General Motors

Please review the enclosed documentation. I am asking that this request be read by an individual authorized to make a decision on my case.

On January 1st I began to notice an intermittent Power Steering failure warning on my 2007 Chevy Malibu LS, Driver Information Center. I could turn the key off and most times the Power Steering warning would disappear and I could drive the car normally with the power assist. However as I drove the car the warning became more and more prevalent. I decided to have the car repaired. On advice from my repair shop, I researched the trouble on your GM Website (see enclosed article) entitled GM Recalls Older Model Vehicles to Fix Power Steering. After reading this article I wonder why my Malibu year 2007 was not included in this recall. Obviously, the problem does occur on the 2007 Malibu model as represented by my request for reimbursement with documentation. It has the same exact trouble outlined in the safety recall from the GM website. The explanation I got from the local Dealer which was "GM identifies which cars are covered; we have no better explanation we can give you". I would ask that GM reconsider their decision to not include the 2007 Malibu in this recall and reimburse my cost of \$523.74. As a loyal Chevy customer I am asking you to please provide the reimbursement requested.

Sincerely,

Clinton, Iowa

GM Recalls Older Model Vehicles to Fix Power Steering

DETROIT – General Motors informed the National Highway Traffic Safety Administration today that it would recall more than 1.3 million vehicles in the U.S. that may experience a sudden loss of electric power steering assist.

When If power steering assist is lost, a message displays on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering, but greater driver effort would be required at low vehicle speeds, which could increase the risk of a crash.

Models subject to safety recall are the:

- 2007?*
- * • **Chevrolet Malibu:** All model year 2004 and 2005, and some model year 2006 and model year 2008 and 2009 vehicles
 - **Chevrolet Malibu Maxx:** All model year 2004 and 2005, and some 2006 model year
 - **Chevrolet HHR (Non-Turbo):** Some model year 2009 and 2010 vehicles
 - **Chevrolet Cobalt:** Some model year 2010 vehicles
 - **Saturn Aura:** Some model year 2008 and 2009 vehicles
 - **Saturn ION:** All model year 2004 to 2007 vehicles
 - **Pontiac G6:** All model year 2005, and some model year 2006 and model year 2008 and 2009 vehicles
 - **Service parts installed into certain vehicles before May 31, 2010 under a previous safety recall**

Depending on the vehicle, GM will replace free of charge either the power steering motor, the steering column, the power steering motor control unit or a combination of the steering column and the power steering motor control unit. Customers who previously paid for repairs of these parts would be eligible for reimbursement.

In addition, 309,160 non-turbocharged Chevrolet HHRs from the 2006-2008 model years (and several hundred 2009 models) and 96,324 Saturn IONs from the 2003 model year that are not subject to these recalls will be given lifetime warranties for replacement of the electronic power steering motor.

"With these safety recalls and lifetime warranties, we are going after every car that might have this problem, and we are going to make it right," said Jeff Boyer, vice president, GM Global Vehicle Safety. "We have recalled some of these vehicles before for the same issue and offered extended warranties on others, but we did not do enough."

The 2004-2007 Saturn ION, the 2009-2010 Chevrolet HHR and the 2010 Chevrolet Cobalt are included in previously announced recalls for ignition switches that may not meet GM specification for torque performance.

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Clinton State: IA Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): above

Date Request Form and Supporting Documentation Submitted to Dealer: 1-28-15

Vehicle Identification Number of Involved Vehicle: 1G12S58F07F _____
(17 Characters)

Mileage at Time of Repair: 130761 Date of Repair: 1-22-15

Amount of Reimbursement Requested: \$ 523.74

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

CHEVROLET • BUICK • GMC • TOYOTA

(563) 243-7000 • FAX: (563) 244-1280

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 12:00 p.m. Saturday

[REDACTED]			Work Phone
CLINTON, IA [REDACTED]			Home Phone
Year	Make	Model	Body
2007	CHEVROLET	MALIBU	
F	[REDACTED]		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

JAN 22 2015

THANK YOU
MCELENEY'S

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

McEENEY

CHEVROLET • BUICK • GMC • TOYOTA

2421 LINCOLN WAY • CLINTON, IA 52732

(563) 243-7000 • FAX: (563) 244-1280

www.McEleney.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
1/21/15	
R/O Close Date	Status
1/22/15	Pre-Invoice
Mileage In	Mileage Out
130761	130761
Service Advisor / Tag #	
RICK BROWN	
Vehicle Identification Number	
1G1ZS58F07F	
Delivery Date	In-Service Date
1/15/11	8/22/06
Color	License Number
BLUE	

CLINTON, IA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	MALIBU		
F				

DESCRIPTION OF SERVICE AND PARTS

Sub Total: 465.02

AMOUNT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	237.95
PARTS	227.07
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	26.17
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	32.55
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	523.74

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

			
CLINTON, IA		DATE <u>1-27-15</u>	
PAY TO THE ORDER OF	<u>M C E Loney Motors</u>		<u>\$ 523 ²⁴/₁₀₀</u>
	<u>Five Hundred Twenty Three Dollars ²⁴/₁₀₀</u>		
		FREE CHECKING	
MEMO			
			