



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 1058

Date Received

Repository ☐

15-JUN-2015

Reference No.

10690408

JUL 28 2015

OWNER INFORMATION (Type or Print)

Name

Address

City PINEHURST

State TX

Zip Code

Daytime Telephone Number

E-mail Address

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
1G1ZS58F27F

Make
CHEVROLET

Model
MALIBU

Model Year
2007

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

01-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

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

Number of Deaths

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).

2007 CHEVROLET MALIBU. CONSUMER WRITES IN REGARDS TO MAJOR STEERING PROBLEMS. *SMD CONSUMER SENT ADDITIONAL CORRESPONDENCE. *SMD THE CONSUMER WAS INFORMED HER VIN WAS NOT INCLUDED IN THE RECALL, EVEN THOUGH THE SAME PART THAT WAS RECALLED, WAS REPLACED IN HER VEHICLE. *JB

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Steering locked up and daughter was unable to turn steering left or right. Dealer unable to find problem since it was intermittent. Dealer suggested changing steering module. Module was changed and no more steering problems have occurred.

Invoice from dealer has proper name, but address is not ours. Mileage is also not what is/was on car at time of service. On June 8, 2015 the car mileage was 55,736. Repair order reflects 88,912 on 8/08/14.

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

TX 773

18 JUL 15

PM 7 L



NO POSTAGE...
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

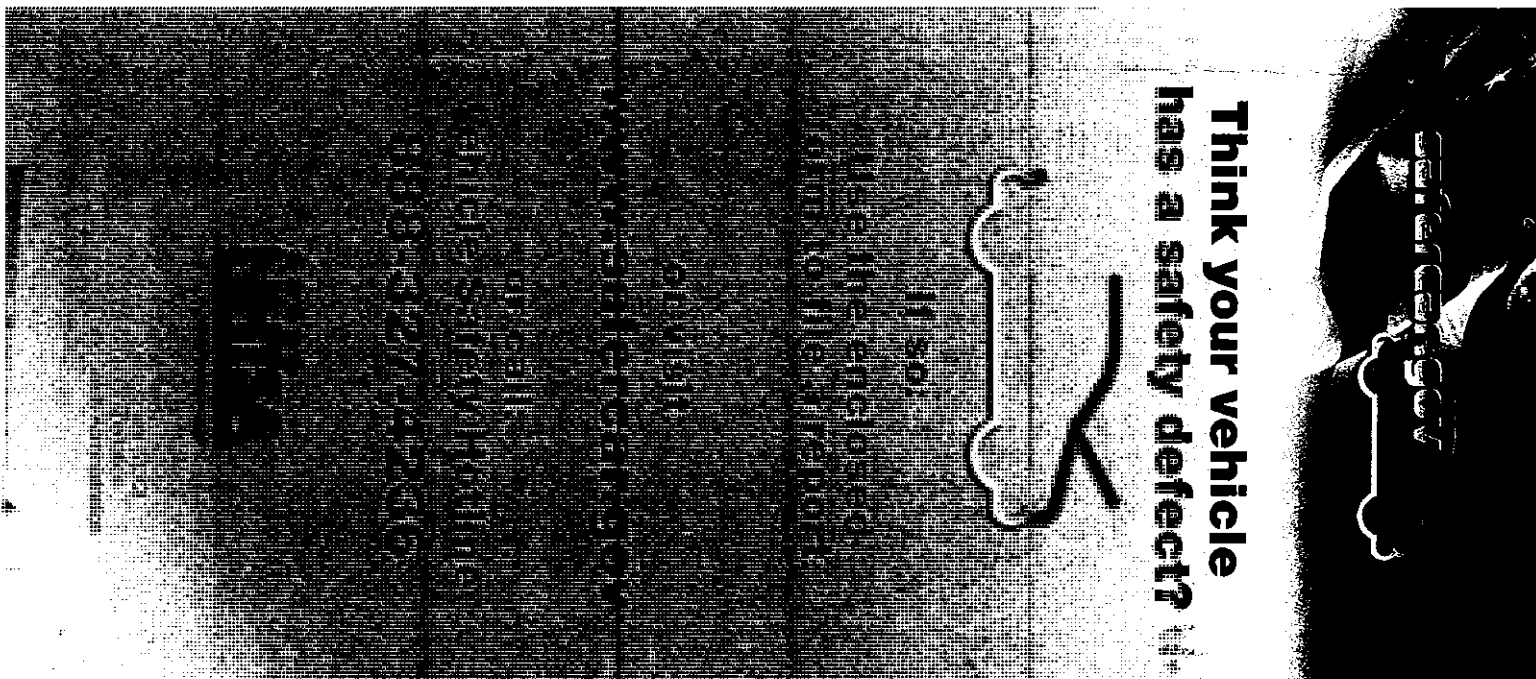
FIRST-CLASS MAIL

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**





25500 S.H. 249 • Tomball, TX 77375
281.351.8211 • Fax 281.290.8308
parkwaychevrolet.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	JORDAN SILVERNAIL	301927	08/08/14	
	LABOR RATE	LICENSE NO.	MILEAGE	88,912 / Incorrect
	YEAR / MAKE / MODEL	VEHICLE ID. NO.	DELIVERY DATE	DELIVERY MILES
	07/CHEVROLET/MALIBU/	1G1ZS58F27E		
	F.T.E. NO.	P.O. NO.	P.O. DATE	PRODUCTION DATE
			08/06/14	
BUSINESS PHONE	COMMENTS			

MO: 88912

LABOR & PARTS

J# 1 22CVZ	*STEERING DIAG	TECH(S): 300222	252.99		
CUSTOMER STATES VEHICLE PULLS NOTICABLY LEFT AND RIGHT WHILE DRIVING VEHICLE AND STEERING WHEEL INTERMITTENTLY LOCKS UP OR BECOMES VERY HARD TO TURN LEFT OR RIGHT. TEST DRIVE. UNABLE TO VERIFY STEERING WHEEL LOCKING UP. CHECK FOR ANY MALFUNCTION CODES PAST AND PRESENT AND FOUND NONE. AT CUSTOMER REQUEST POWER STEERING MOTOR WAS REPLACED. MOTOR CAME WITH POWER STEERING MODULE.					
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	22837369	MODULE 61605 N	580.00	580.00
JOB # 1	-1	22837369	CORE RETURN	100.00	-100.00
JOB # 1 TOTAL PARTS					480.00
JOB # 1 TOTAL LABOR & PARTS					732.99

J# 2 06CVZ3	NC 27PT INSPECTION	TECH(S): 300260	0.00
27 POINT INSPECTION			
CUSTOMER LOYALTY PROGRAM			
PERFORM COMPLETE 27 POINT INSPECTION			
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----
JOB # 2 TOTAL PARTS			0.00
JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 33CVZ07	AUTO TRANS CAMPAIGN	TECH(S): 300260	WARRANTY
14152 Product Safety Recall Automatic Transmission Shift			
NO REPAIRS MADE AT THIS TIME. NO GUIDELINES FOR REPAIRS ON			
RECALL AT THIS POINT			
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----
JOB # 3 TOTAL PARTS			0.00
JOB # 3 TOTAL LABOR & PARTS			0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	EDF	EDF		1.00
JOB # A	12	ENVIRONMENTAL FEE		20.00
TOTAL - MISC				21.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS

Any warranties on the products sold hereby are those of 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY MONIES, CB RADIOS, CB ANTENNAS, ANY MUSIC DEVICES, ANY OTHER ELECTRONIC DEVICES, CELLULAR PHONES, CELLULAR ANTENNAS OR ANY PERSONAL ITEMS LEFT IN VEHICLE.

TERMS: STRICTLY CASH, DEBIT CARD OR APPROVED CREDIT CARD.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries please call 281-351-8211 ext. 5477.

When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution.



PARKWAY CHEVROLET, INC.
25500 S.H. 249
TOMBALL, TX 77375
(281) 351-8211



25500 S.H. 249 • Tomball, TX 77375
281.351.8211 • Fax 281.290.8308
parkwaychevrolet.com

SALE PRICE: \$14,999.00
FINANCING: \$14,999.00
TOTAL: \$14,999.00

DISCOUNT: \$0.00
SALE: \$0.00
SALE PRICE: \$14,999.00
FINANCING: \$14,999.00
TOTAL: \$14,999.00
TRAFFIC SLIP NO: 007769

STOCK NO: 00922

PHONE: 281-351-8211

ADP/SOR	JORDAN SILVERNAIL	301927	08/08/14
LABOR RATE	LICENSE NO.	88,912	Incorrect
YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU/		
VEHICLE I.D. NO.	1 G 1 Z S S 8 F 2 7 F		
P.T.E. NO.	R.O. NO.	R.O. DATE	08/06/14
PHONE	COMMENTS		

MO: 88912

HAVE A NICE DAY!

CUSTOMER COPY

SS **

TOTAL LABOR....	252.99
TOTAL PARTS....	480.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	21.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	41.25

TOTAL INVOICE \$ 795.24

PARTS DESIGNATED WITH AN ASTERISK [*] INDICATE LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY
*****GOODWRENCH SERVICE PLUS*****
REMANUFACTURED OR REFURBISHED PARTS MAY BE USED IN THE
REPAIRS OF YOUR VEHICLE. THESE PARTS CARRY THE SAME
WARRANTIES AS ALL STANDARD GM PARTS.

CUSTOMER SIGNATURE

PAID
AUG 09 2014
BY: discover

Any warranties on the products sold hereby are those of 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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