

III - 6 2015

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 27-FEB-2015		Repository ☐
						Reference No. 10691170
OWNER INFORMATION (Type or Print)						
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]						
City MUSCODA		State WI	Zip Code [REDACTED]		Evening Telephone Number [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 1G1ZS58F97F [REDACTED]			Make CHEVROLET		Model MALIBU	
					Model Year 2007	
Date Purchased		Dealer's Name and Telephone Number Private Purchase			Engine: No: Cylinders	
Original Owner ☐		Dealer's City		State	Zip Code	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure:
				Incident Date(s) 09-FEB-2015		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 010000 STEERING					Failure Mileage 128000	
					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: DOTM9ABC036)		☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>						
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 THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER AND THE POWER STEERING WARNING LAMP ILLUMINATED. THE VEHICLE WAS MERGED TO THE SIDE OF THE ROAD DUE TO THE FAILURE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO REPLACED THE TORQUE SENSOR AND RESET THE POWER STEERING CODE. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V064000 (STEERING). THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 128,000.						
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 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)

The exact same part was recalled on the same model year just prior and just following this model year. This part is should be covered under the same recall.

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

MILWAUKEE

WI 532

23 JUN '15

PM 6.1



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



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

JONES CHEVROLET BUICK CADILLAC

2035 U.S HWY 14 EAST
 RICHLAND CENTER, WI 53581
 608-647-3788 FAX: 608-647-8117
 WWW.JONESCHEV.COM

MUSCODA WI		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1ZS58F97F		139749	02/28/15	A
YEAR	MAKE	MODEL		COLOR	TAG NO.	
07	CHEVROLET	MALIBU LS		RED	00000	
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.
			-		00/00/00	22
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		139749	02/17/15	00/00/00	

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com VEHICLE HAS NO POWER STEERING,DIAGNOSE ONLY						
Cau CODE C0545 STORED,STEERING TORQUE SENSOR INPUT						
TESTED AND FOUND INTERMITTENT SHORT IN TORQUE SENSOR						
Cor REPLACED TORQUE SENSOR AND CALIBRATED,CLEARED CODES						
14			A84	1.80	C	169.74
			23232310 SENSOR KIT	1	C	216.26
Line Total.....						386.00

Labor	460A	169.74-
Parts	467	216.26-
Enviromental	061D	15.00-
Sales Tax	324B	20.05-
Sales Tax	324C	2.01-
TOTAL-CUST-CASH	225	423.06

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STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)