U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT 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 | Repository |
|---|---|
| 25-JUN-2015 | ☐ |
| SEP 11 2015 | Reference No. 10730487 |

## OWNER INFORMATION (Type or Print)

| Name | Daytime Telephone Number | E-mail Address |
|---|---|---|
| [redacted] | [redacted] | [redacted] |
| Address [redacted] | Evening Telephone Number | |
| City CROWN POINT / State IN / 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 | Make | Model | Model Year |
|---|---|---|---|
| 1G1ZH578594[redacted] | CHEVROLET | MALIBU | 2009 |

| Date Purchased | Dealer's Name and Telephone Number | | Engine: | Fuel Type: |
|---|---|---|---|---|
| August 2014 | Toyota 41 | 219-924-8100 | No. Cylinders | Unleaded |
| Original Owner ☐ | Dealer's City: Schererville | State IN / Zip Code 46375 | | |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| AUTOMATIC | ☒ Antilock Brakes<br>☒ Cruise Control | | | 20-MAR-2015 |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Vehicle Component Code: 110000 ELECTRICAL SYSTEM | Failure Mileage | Failure Speed |
|---|---|---|
| | 101000 | 35 |

## 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: DOTMAL9ABC036) | ☐ Original Equipment<br>☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | 0 | 0 | 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).

WHEN I AM DRIVING THE DASHBOARD LIGHT WOULD GO BLACK AND THEN AFTER A FEW MINUTES COME BACK ON THEN ABS, BRAKE LIGHTS, ANTI-THEFT, AIR PRESSURE, AND ALL THE WARNING LIGHTS WOULD FLASH! THEN COME OFF AND ON WHILE CAR IS IN MOTION AND I HAVE NO SIGNAL OR BRAKE LIGHTS AND GAS GAUGE AND SPEEDOMETER GOES TO ZERO. IF I TURN THE CAR OFF WHILE THOSE LIGHTS ARE ON IT WON'T RESTART. SOMETIMES I CANNOT GET INTO THE CAR BECAUSE THE REMOTE DOESN'T WORK, I WOULD GO BACK OUT AFTER A FEW HOURS AND SOMETIMES IT WOULD WORK. I JUST GOT THIS 2009 CHEVY MALIBU 5 MONTHS AGO FROM A DEALER AND BEEN HAVING THIS ISSUE SHORTLY AFTER I BOUGHT IT!! I AM UNEMPLOYED AND MY HUSBAND LOST HIS JOB I CAN'T AFFORD THE CAR PAYMENT AND INSURANCE AND HAVING TO FIX THIS PROBLEM!! I HAVE BEEN READING ONLINE THOUSAND OF CHEVY MALIBU ARE HAVING THIS ISSUE!! SOMETHING NEEDS TO BE DONE AND NOT WAIT UNTIL SOMEONE GETS KILLED!!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

# COPY & PRINT DEPOT

# FAX SERVICES

## Complimentary Fax Cover Sheet

**TO:** U.S. Department of Transportation **FROM:** [redacted]

**FAX NUMBER:** 202-366-1767 **SENDER'S PHONE #:** [redacted]

**DATE:** Sept 8, 2015 **# OF PAGES:** 1

**CUSTOMER'S NOTES:** Vehicle owner's Questionnaire -

### OFFICE DEPOT'S TERMS OF USE

SENDER AGREES NOT TO USE THIS FAX TO: (I) TRANSMIT MATERIAL WHOSE TRANSMISSION IS UNLAWFUL, HARASSING, LIBELOUS, ABUSIVE, THREATENING, HARMFUL, VULGAR, OBSCENE, PORNOGRAPHIC OR OTHERWISE OBJECTIONABLE; (II) CREATE A FALSE IDENTITY, OR OTHERWISE ATTEMPT TO MISLEAD OTHERS AS TO THE IDENTITY OF THE SENDER OR THE ORIGIN OF THIS FAX; (III) POST OR TRANSMIT ANY MATERIAL THAT MAY INFRINGE THE COPYRIGHT, TRADE SECRET, OR OTHER RIGHTS OF ANY THIRD PARTY. (IV) VIOLATE ANY FEDERAL, STATE OR LOCAL LAW IN THE LOCATION. OR (V) CONDUCT ACTIVITIES RELATED TO GAMBLING, SWEEPSTAKES, RAFFLES, LOTTERIES, CONTESTS, PONZI SCHEMES OR THE LIKE

PLEASE NOTE THAT OFFICE DEPOT DOES NOT REVIEW THE CONTENTS OF ANY FAX SENT USING ITS SERVICES. FURTHER, BY SIGNING BELOW THE SENDER OF THIS FAX HEREBY AGREES TO INDEMNIFY OFFICE DEPOT TO THE FULLEST EXTENT OF THE LAW AND FOR ANY AND ALL CLAIMS, SUITS, OR DAMAGES ARISING OUT OR IN CONNECTION WITH THE REQUEST TO SEND, OR SENDING THIS FAX.

**CUSTOMER SIGNATURE** (REQUIRED): _____

THANK YOU FOR USING OFFICE DEPOT'S CUSTOMER FAX SERVICES

**STORE INFORMATION**

**Office Depot Store #504**
**10332 Indianapolis Blvd.**
**Highland, IN 46322**
**Phone: (219) 934-9034**
**Fax: (219) 934-9035**

| | | | | | |
|---|---|---|---|---|---|
| First Page Local Fax | 833-071 | First Page Long Distance Fax | 833-081 | First Page International Fax | 833-191 |
| Additional Local Fax | 456-687 | Additional Long Distance Fax | 833-091 | Additional International Fax | 833-201 |

REV 3/19/12