

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

 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 9999999 Date Received 07-AUG-2015 SEP 11 2015		Repository ☐ Reference No. 10747379	
		OWNER INFORMATION (Type or Print)		Daytime Telephone Number Evening Telephone Number		E-mail Address	
Name [Redacted]		Address [Redacted]		City ALBANY		State OR Zip Code [Redacted]	
<i>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).</i>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZT53866F1 [Redacted]				Make CHEVROLET		Model MALIBU	
Date Purchased 4/9/08		Dealer's Name and Telephone Number Ken Ware Chev 541-756-8181		Engine: No: Cylinders 6		Fuel Type: Gas	
Original Owner ☐		Dealer's City Coos Bay		State OR		Zip Code 97420	
Transmission Type Auto		☒ Antilock Brakes ☐ Cruise Control		Powertrain Steering		Incident Date(s) 15-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 010000 STEERING, 250000 ELECTRONIC STABILITY CONTROL						Failure Mileage 148668	
Failure Speed 25							
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 <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		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).							
WHEN I ACCELERATE QUICKLY TO ENTER TRAFFIC, MERGE WITH TRAFFIC OR PASS A CAR (GOING 25 - 50 MPH), I HEAR DING, DING, DING WARMING BELL, STEERING WHEEL PULLS TO THE RIGHT AND MOMENTARILY BECOMES LOCKED. I GRAB IT WITH BOTH HANDS AND LET OFF THE GAS AND IT RECOVERS. IT IS TOTALLY UNMANAGEABLE FOR THOSE MOMENTS AND VERY ALARMING. I HAVE HAD MY CAR IN FOUR DIFFERENT TIMES SINCE NOV, 2011 FOR POWER STEERING PROBLEMS/RECALLS. THIS CURRENT PROBLEM IS A SAFETY FACTOR!!!! Steering column replaced twice Column system replaced twice Copies included							
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.							

LARRY LASSEN

P.O. Box 709 - 1205 Price Road S.E. - Albany, Oregon 97322
800-634-5713 - 541-926-4236



CHEVROLET



TOYOTA



VIN		1 G 1 Z T 5 3 8 6 6 F		DATE		01/15/13		
YEAR	MAKE	MODEL	GOLD	U	TIME IN			04:11
2006	CHEVROLET	MALIBU LT			CLOSED			10:18
MILES IN	MILES OUT	FIRST USE	ALBANY OR		CLOSED			01/15/13
10974	10-927	00/00/00			WRITER			PHIL
H: [REDACTED]								

(1) SPECIAL POLICY 10183 ELECTRIC POWER STEERING
LIGHT ON DASH POWER STTERING
REPLACED STEERING COLUMN PER SPECIAL POLICY
(05-6404 JOHN-) A

CUSTOMER IS WAITING

T5780

T05 11

(F) 25933396 (COLUMN)

1

..... (Warranty)

I, REPAIR OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN.
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
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE
CENTER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

Next Service Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied,
including all implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.

Page 1 of 1

Job [REDACTED]

Customer Copy

W/C	INT.	CUSTOMER
	Labor	.00
	Parts	.00
	Sublet	.00
	Shop Supplie	.00
	Oil/Grease	.00
	Sub Total	.00
.00	Tax	.00
	Total	.00

KEN WARE CHEVROLET - CADILLAC1595 Newmark - North Bend, Oregon 97459-1211
541-756-1181
www.kenware.net

OR

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/02/09	06	CHEVROLET	MALIBU	1G1ZT53866F		58606		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
04/09/08	11/02/09	78	00:00			01	11/02/09	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
				BEIGE 1				

===== REPAIR LINE 001 =====
 CHSTOMER HAS POWER STEERING PARTS IN
 SERVICE STEERING COLUMN LIGHT IS ON --TESTED FOUND COLUMN SENSOR FAILED
 Bill Code - C

REPLACE	STEERING COLUMN ROAD TEST OK	51 M A	135.00
		Total Labor	135.00
		Total Line	135.00

Payment Type - 01 CASH 148.50

2176
148.50
VISA

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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.

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND/OR ACCESSORIES SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KEN WARE CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND KEN WARE CHEVROLET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR ACCESSORIES.

CUSTOMER SIGNATURE

LABOR AMOUNT	135.00
PARTS AMOUNT	
MISC. SALES	
MATERIALS	13.50
TOTAL CHARGE	148.50
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	148.50

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

KEN WARE CHEVROLET - CADILLAC

1595 Newmark North Bend, Oregon 97459-1211
541-756-1181
www.kenware.net

COOS BAY

OR

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/26/09	06	CHEVROLET	MALIBU	1G1ZT53866F		58473		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
04/09/08	10/26/09	71	00:00			01	10/26/09	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
				BEIGE 1				

===== REPAIR LINE 001 =====
 CUTOMER SAYS THAT RADIO DISPLAY SAYS SERVICE POWER STEERING
 TESTED SYSTEM FOUND STEERING COLUMN SENSOR OPEN CIRCUIT -- PARTS ORDERED
 Bill Code - C
 20 CHECK OUT 51 M A 59.95
 Total Labor 59.95
 GM 25923396 - COLUMN 1 359.00
 Total Parts 359.00
 Total Line 418.95
 Payment Type - 01 CASH 418.95

10/26/09
 9:00

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

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> CUSTOMER SIGNATURE

LABOR AMOUNT	59.95
PARTS AMOUNT	359.00
MISC. SALES	
MATERIALS	
TOTAL CHARGE	418.95
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	418.95

STAPLES

that was easy.™

copy&printcenter

Complimentary Fax Cover Sheet

To: <i>U.S. Dept of Trans</i>	From: [REDACTED]
Fax # <i>(702) 366-1767</i>	Phone # ([REDACTED])
Date: <i>9-10-15</i>	☐ Urgent ☐ Confidential ☐ Confirm Receipt
Number of Pages (including Cover) <i>5</i>	Reply Fax # () email: [REDACTED]

Message:

*Additional info on steering
wheel problems + copies of repair
service 10/26/09*

IMPORTANT

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