

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 100148	
		Date Received: 09-SEP-2015 OCT 26 2015		Repository ☐ Reference No. 10762537	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
BROOKFIELD		IL			
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	
1G1ZJ57769F		CHEVROLET		MALIBU	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
12/14/13		Jack Phelan Chevrolet 708 442 4000		No: Cylinders	
Original Owner		Dealer's City		State	
☐		LYONS		IL	
Transmission Type		Powertrain		Multiple Failure:	
Auto 6-speed w/manual opt.		Front-wheel Drive		Inside door Lock switches	
☒ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				03-AUG-2015	
				(multiple sporadic)	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS:				Failure Mileage	
LATCH Interior door lock switches failed also				90000	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2009 CHEVROLET MALIBU. THE CONTACT STATED THAT THE FRONT PASSENGER SIDE DOOR WAS UNABLE TO OPEN AND CLOSE. IN ADDITION, THE LATCHES FAILED TO FUNCTION ON THE INTERIOR AND EXTERIOR OF THE VEHICLE. THE FRONT PASSENGER HAD TO EXIT THROUGH THE FRONT DRIVER SIDE DOOR DUE TO THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 90,000. Inside door lock switches failed to operate from inside vehicle.					
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)

Inside Door Lock Switches failed - Door Latches failed to release Electronic Key fob was operating but would not release front passenger Door latch though hooks were cycling on all doors. Had to release door latch from inside of door behind trim panel. unable to make interior switches operate - no fuse blown - assumed both switches bad and on order. Must unlock doors by physically pulling door hooks up by hand. Dealer wants to change both switches for book service charge of \$282.00 but will not guarantee this will fix the problem. I'm not sure who is going to be charged for parts

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

5 SUBURBAN

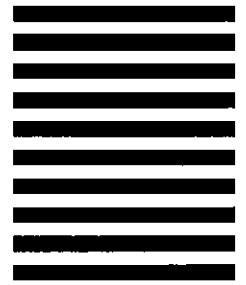
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15 OCT '15

PM 2 L



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IN THE
UNITED STATES



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WASHINGTON, DC

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**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