

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
22-SEP-2015
NOV 06 2015

Repository
Reference No.
10767411

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City AUBURN State NY Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number
SAME AS ABOVE

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
1G1ZH57B384 [Redacted]

Make CHEVROLET Model MALIBU Model Year 2008

Date Purchased May 2008 Dealer's Name and Telephone Number *Stafford Chevrolet Currently Not doing business* Engine: No: Cylinders 4 Fuel Type: GAS

Original Owner Dealer's City State Zip Code

Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Front wheel drive Multiple Failure: Incident Date(s) 28-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 170000 LATCHES/LOCKS/LINKAGES Failure Mileage 18000 Failure Speed N/A

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 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 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 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT WHEN THE IGNITION WAS TURNED TO THE ON POSITION, THE VEHICLE WAS SHIFTED OUT OF PARK AND ALL OF THE DOORS LOCKED. THE CONTACT STATED THAT WHEN THE VEHICLE WAS SHIFTED BACK TO THE PARK POSITION THE REAR DOORS DID NOT UNLOCK. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS NOT TAKEN TO A DEALER OR DIAGNOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 18,000.

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 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.

Calls to Chevrolet 9/22/15 9/25/15 we also Filed a Complaint with the NYS Attorney General's Office on 9/23/15

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

We have made Numerous phone calls to Chevrolet dealing with progressively higher Surcharging personal with No results to have these repairs completely done. We Feel this is an extreme Safety Issue due to passengers in the rear seats cannot exit the vehicle with out assistance from the driver or front seat passenger. If they are unable to assist them in an accident situation they would be trapped. Not to mention our Grand children who in child seats with the seat belts fastened would be helpless. This is an extreme Safety issue with the 2008-2010 Chevrolet models with us as well as others, this should be a recall issue.

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

NY 130
28 OCT '15
PM 1 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**



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**



Get the online Questionnaire (VOC) at www.safercar.gov
U.S. Department of Transportation
National Highway Traffic Safety Administration