

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 04-MAY-2015 FFB U 4 2016	Repository <input type="checkbox"/>
	Reference No. 10714348

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	MIDDLETOWN	State	NY	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 1G1ZU57N37 [REDACTED]	Make CHEVROLET	Model <del>IMPALA</del> MALIBU	Model Year 2007
Date Purchased 2007	Dealer's Name and Telephone Number FULTON CHEVY 5216 RT 17 M		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City NEW HAMPTON	State N.Y.	Zip Code 10959
Transmission Type <input checked="" type="checkbox"/>	Antilock Brakes <input checked="" type="checkbox"/>	Cruise Control <input checked="" type="checkbox"/>	Powertrain AUTOMATIC
		Multiple Failure: 2X'S	Incident Date(s) 24-MAR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 49900	Failure Speed 60 >65
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 THERE WAS NO FAILURE WITH THE ELECTRONIC POWER STEERING UNTIL THE CONTACT RECEIVED A MANUFACTURER RECALL FOR THE POWER STEERING. WHILE TRAVELING APPROXIMATELY 60 >65 MPH, THE STEERING WHEEL VEERED TO THE LEFT WITHOUT WARNING. THE CONTACT HAD TO APPLY EXTREME FORCE TO THE VEHICLE TO GET THE STEERING WHEEL TO TURN. THE VEHICLE WAS TAKEN BACK TO THE AUTHORIZED DEALER. A MECHANIC TEST DROVE THE VEHICLE AND INDICATED THAT THE FAILURE WAS RECURRING EVEN THOUGH THE DEALER REPLACED THE PART FOR THE RECALL. THE DEALER DID NOT INDICATE IF THE COMPONENT WAS DEFECTIVE. IT FAILED A SECOND TIME, WHICH INDICATED THAT THE POWER STEERING SENSOR LOST CONTROL TO THE BODY CONTROL MODULE CAUSING A FAILURE. THE DEALER INDICATED THAT AFTER REPLACING THE POWER STEERING ANGLE SENSOR MORE THAN TWICE, THE BODY CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS TAKEN BACK TO THE DEALER FOR FURTHER INSPECTION AND DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 49,900.

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.