

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  
**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 USE BY STATES ONLY 100148

Date Received 06-JAN-2016	Repository <input type="checkbox"/>
	Reference No. 10818488

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]

Address: [REDACTED]

City: AFTON State: OK Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

Evening Telephone Number: [REDACTED]

E-mail Address: [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 1G1ZT58N38F [REDACTED]	Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased 2010	Dealer's Name and Telephone Number BOB MOORE		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City ARDMORE	State OK	Zip Code
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 05-JAN-2016

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

Vehicle Component Code: 010000 STEERING	Failure Mileage 172882	Failure Speed 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	Number of Deaths	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 2008 CHEVROLET MALIBU. WHILE DRIVING APPROXIMATELY 65 MPH, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THE VEHICLE WAS SHUT OFF AND RESTARTED, BUT THE FAILURE RECURRED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V153000 (STEERING). THE FAILURE MILEAGE WAS 172,882.

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.

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

I was driving west on highway 69 out of Vinita, OK, getting ready to go around a curve when I felt a hard pull on the steering wheel, I tried to pull the car back to straighten it up but instead went into the other lane of traffic they swerved around me and I went to the ditch and shut the car off. My steering went plum out with out any signs of having a problem. I could of gotten killed or killed someone else!

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

TULSA OK 74

02 MAY 2016 PM 56 T

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 *NEVIL*  
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



# MIAMI

CHEVROLET \* BUICK \* GMC

www.MiamiAutoSupercenter.com  
640 N. Main Miami, OK.  
1-800-580-2885



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>ADAM CONRAD</b>	919	TAG NO.	INVOICE DATE <b>03/10/16</b>	INVOICE NO. [REDACTED]
<b>BILL'S AUTOMOTIVE</b> POST OFFIC BOX 681 AFTON, OK 74331-0681	LABOR RATE	LICENSE NO.	MILEAGE <b>172,887</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08 / CHEVROLET / MALIBU CLASSIC / 4DR SDN</b>			DELIVERY DATE <b>07/18/07</b>	DELIVERY MILES <b>10</b>
	VEHICLE I.D. NO. <b>1G1ZT58N38F [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/09/16</b>		
RESIDENCE PHONE <b>918-257-4528</b>	BUSINESS PHONE <b>918-257-4528</b>	COMMENTS			<b>MO: 172887</b>

JOB# 1 CHARGES

ABOR

C/S STEERING TORQUE SENSOR HAS BEEN REPLACED AND NOW STEERING MOVES BY ITSELF. NEEDS CALIBRATED IF POSSIBLE. STEERING TORQUE SENSOR WILL NOT CALIBRATE-RECOMMEND NEW TORQUE SENSOR  
REPLACED STEERING TORQUE SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23232310	SENSOR KI 6.552	172.58	172.58
				TOTAL - PARTS	172.58
				LABOR	172.50
				PARTS	172.58
<b>JOB# 1 JOURNAL PREFIX CVCS</b>				<b>JOB# 1 TOTAL</b>	<b>345.08</b>

TOTALS

*****		TOTAL LABOR....	172.50
* <input checked="" type="checkbox"/> CASH [ ] CHECK CK NO. [ # ]		TOTAL PARTS....	172.58
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER		TOTAL SUBLET....	0.00
* [ ] AMEX [ ] OTHER [ ] CHARGE		TOTAL G.O.G....	0.00
* [ ] SERVICE CONTRACT WITH DEDUCTIBLE		TOTAL MISC CHG.	0.00
* AMOUNT OF DEDUCT PAID [ \$ ]		TOTAL MISC DISC	0.00
*****		TOTAL TAX.....	16.40
		<b>TOTAL INVOICE \$</b>	<b>361.48</b>

THANK YOU FOR YOUR BUSINESS!!!  
WE APPRECIATE YOU!!!

CUSTOMER SIGNATURE

*Paid*



STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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.

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

**Bills Automotive**  
 305 N.Main / P.O. BOX 681  
 Afton, Oklahoma. 74331  
 Phone: 918-257-4528

**INVOICE**

Org. Est. # [REDACTED]

**INVOICE**

Print Date: 04/04/2016

2008 Chevrolet - Malibu Classic LT - 3.5L, V6 (211CI)

Lic #: [REDACTED]

Odometer In : 97500

Afton, OK [REDACTED]

Home : [REDACTED] Office : [REDACTED]

VIN #: 1G1ZT58N3 8F [REDACTED]

Cust ID : [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
Steering & Torque Position Sensor 905-513	1.00	215.73	215.73	TORQUE SENSOR - Remove & Replace - Steering Column Assembly, w/o Adjustable Foot Pedals - [NOTE: Labor times listed are for R&R only and DO NOT include diagnosis time.]  REPLACED POWER ASSIST AND STEERING AND TORQUE SENSOR. FOUND OUT THAT THE SENSOR HAD TO BE CALIBRATED BY THE CHEVY DEALER. WERE NOT NOTIFIED THAT IT WAS A DEALERSHIP JOB UNTIL AFTER THE WORK HAD ALREADY BEEN PREFORMED ON OUR END.WE WERE TOLD THAT THE SENSOR WAS NOT A WARRANTY PART THEN AFTER WORK WAS PREFORMED THE CUSTOMER ASKED FOR THE PART AND WAS TOLD THAT THE DEALER NEEDED TO KEEP IT FOR THE WARRANTY ON THE PART.	101.66
Power Assist Module 992-0102	1.00	478.75	478.75		
Shop Supplies			9.31		

Org. Estimate 589.72    Revisions 0.00    Current Estimate 589.72

Labor:	101.66
Parts:	703.79
Sub:	805.45
Tax:	0.00
Total:	805.45
Bal Due:	\$805.45

[ Payments - ]  
 I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_