

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 AUG 17 2023		Repository ☐	
				Reference No. 11507277	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	ZIP Code	Evening Telephone Number		
Holmen	WI				
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	Model Year	
1G1ZH57B99F		CHEVROLET	MALIBU	2009	
Date Purchased	Dealer's Name and Telephone Number		Engine No. Cylinders	Fuel Type	
5-15-2020	Bierong Auto		4	Unleaded	
Original Owner	Dealer's City	STATE	ZIP Code		
☐	JOMAN	WI	54660		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control	AUTO		13-FEB-2023	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component's Codes: 010000 STEERING			Failure Mileage	Failure Speed	
			115000.0	65	
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: DOTM1 9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			N	
Narrative Description of Incident(s), Crash(es), 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).					
The contact owns a 2009 Chevrolet Malibu. The contact stated while driving 65 MPH, the vehicle experienced a loss of power steering assist. The traction control warning light was illuminated. The vehicle was taken to an independent mechanic, where it was diagnosed as power steering assist failure. The vehicle was not repaired. The manufacturer was made aware of the failure. The failure mileage was approximately 115,000.					
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.					

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

SAINT PAUL MN 550

28 MAR 2023PM 3 L

US 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



202 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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

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



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Please see attached documents that support our claim to be reimbursed for the cost of repair to our 2009 Malibu.

Greetings,

Attached are supporting for a safety claim made on February 14th.

For reference, I have called GM and they state that our VIN # was not part of the recall for loss of power steering.

I acknowledged that but stated there must have been some sort of error since the safety concern and power steering failure to our 2009 Malibu is exactly the same circumstance as the GM recall.

We are looking for reimbursement for the repairs made and attached are the receipts and a couple of pictures that support our claim.

To reiterate our claim: We were driving on the highway traveling around 65 MPH when all of the sudden the power steering failed. This was a life threatening situation and we feel fortunate to not have sustained any injuries or fatalities.

In researching this type of failures, it appears as though millions of vehicles have been impacted so it is not an isolated event and feel our vehicle should be part of the reimbursement for repairs.

I thank you in advance for looking into this matter and appreciate any effort on your part to ensure we are treated fairly and that GM is held responsible for this type of life threatening situation.

If you need any additional information please let me know

Best Regards,

[REDACTED]

[REDACTED] Holmen WI [REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, March 14, 2023 7:30 AM
To: VSH@DOT.GOV
Cc: [REDACTED]
Subject: RE: ODI 11507277

Good Morning,
Are you able to confirm receipt of these documents and update the status of the claim
Thanks
[REDACTED]

From: [REDACTED]
Sent: Wednesday, February 15, 2023 11:17 AM
To: VSH@DOT.GOV
Cc: [REDACTED]
Subject: ODI 11507277

Greetings,
Attached are supporting for a safety claim made on February 14th.
For reference, I have called GM and they state that our VIN # was not part of the recall for loss of power steering. I acknowledged that but stated there must have been some sort of error since the safety concern and power steering failure to our 2009 Mailbu is exactly the same circumstance as the GM recall.
We are looking for reimbursement for the repairs made and attached are the receipts and a couple of pictures that support our claim.
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If you need any additional information please let me know

Best Regards,
[REDACTED]

Seth's Auto Repair LLC.

211 Ryan St.
Holmen, WI 54636
Phone: 608-399-1280 Fax 000- -

INVOICE

Org. Est

ASE Certified

INVOICE

Print Date: 02/14/2023

Work Completed: 02/14/2023

Holmen, WI

Home

Office

Cust ID

2009 Chevrolet - Malibu LT - 2.4L, In-Line4 (146CI) VIN(B)

Lic #

Odometer In 125,784

Unit #

Odometer Out

VIN # 1G1ZH57B9 9F

Part Description / Number	Qty	Sale	Ext	Labor / Description	Ext
Steering Angle Sensor SWS109	1.00	544.23	544.23	TORQUE SENSOR - Remove & Replace - In-Line4 w/o Adjustable Foot Pedals - [Includes: Programming Includes: R&I Steering Column Assembly.] - [NOTE Labor estimates listed are for R&R only and DOES NOT include diagnosis time.]	376.25
Shop Supplies			30.61		

SALE AMOUNT \$1108.90

Thank you for your business

CUSTOMER COPY

02/14/2023

SETHS AUTO REPAIR
320 NORTH STAR RD
HOLMEN, WI 54636

(608)317-8894

CREDIT CARD

VISA SALE

17:44:38

Card # XXXXXXXXXX

Network: VISA

Exp Card: VISA CREDIT

ADD: A000000000

SEQ #: 1

Batch #: 61414

INVOICE

Approval Code: 61414

Entry Method: Chip Read

Mode: Issuer

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs, but call me before continuing if the price will exceed \$_____.
3. I do not want an estimate.

Payment will be made by ☐ Cash ☐ Check ☐ Credit ☐ Credit Card

\$951.09

Labor:	476.25
Parts:	574.84
Sublet:	0.00
Sub:	1,051.09
Tax:	57.81
Total:	1,108.90
Bal Due:	\$1,108.90

[Technicians : S. Seth, A. Justin]

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Motor vehicle repair practices are regulated by chapter ATCP 132 Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

☐ This vehicle received without face to face contact.

Shop Representative

Having authority to do so I hereby order the above products and services, parts, and labor and grant permission to you and/or your employees to spend the vehicle described for the purpose of testing and/or inspection. I agree to pay cash when the work is completed or to pay on the other terms satisfactory to you. Until paid in full, the amount owing on this work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise, I agree to pay storage and collection and reasonable attorney's fees.

Customer Sign

Date

Visit us on the web: www.SETHAUTOREPAIR.COMOur Email Address: SethsAutoRepair@hotmail.com

Printed By: A. Justin

Page 1 of 1

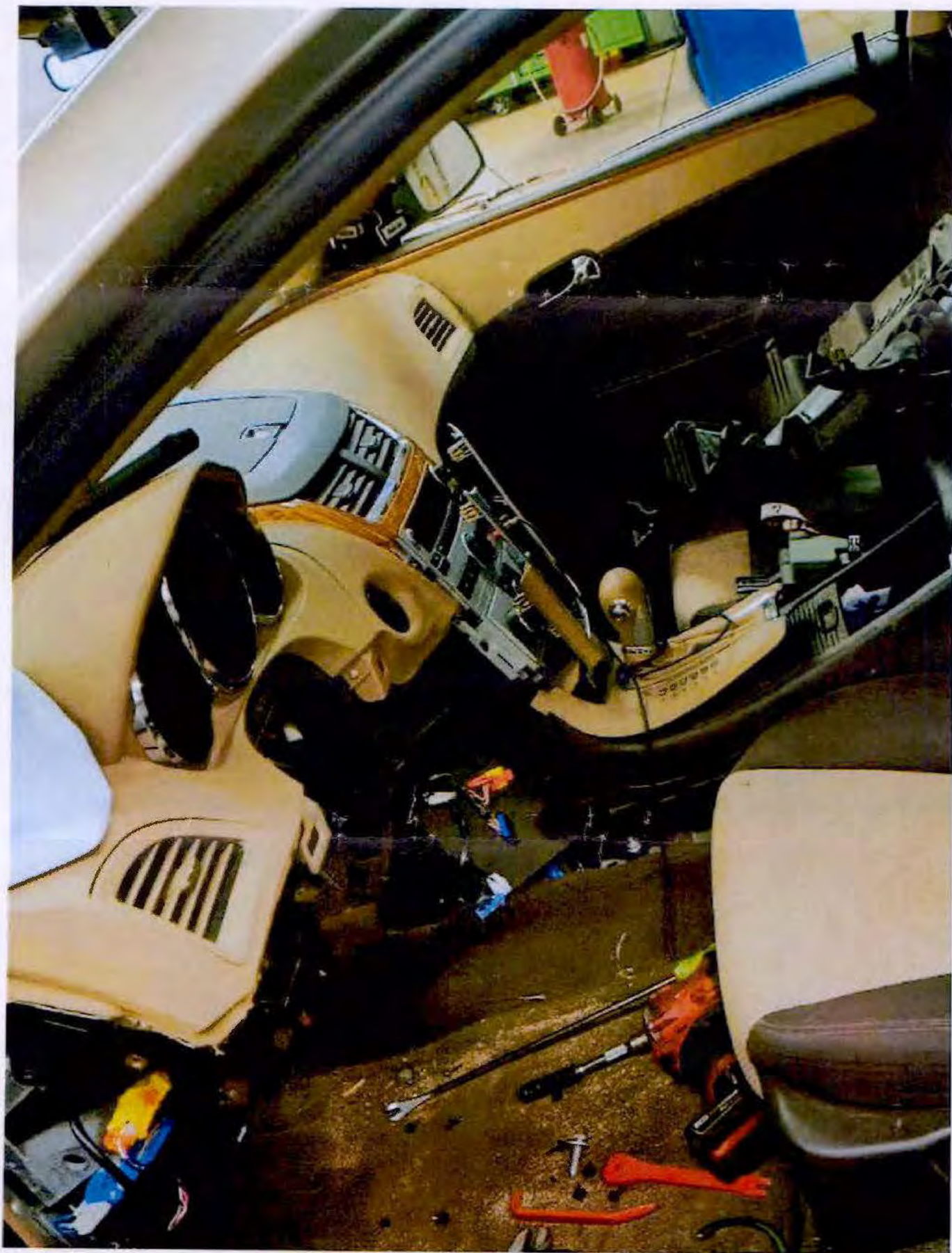
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From:
Sent:
To:
Subject:

Tuesday, February 14, 2023 5:25 PM

Pix







Newsroom:

GM Recalls Older Model Vehicles to Fix Power Steering



DETROIT – General Motors informed the National Highway Traffic Safety Administration today that it would recall more than 1.3 million vehicles in the U.S. that may experience a sudden loss of electric power steering assist.

If power steering assist is lost, a message displays on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering, but greater driver effort would be required at low vehicle speeds, which could increase the risk of a crash.

Models subject to safety recall are the:

- **Chevrolet Malibu:** All model year 2004 and 2005, and some model year 2006 and model year 2008 and 2009 vehicles
- **Chevrolet Malibu Maxx:** All model year 2004 and 2005, and some 2006 model year
- **Chevrolet HHR (Non-Turbo):** Some model year 2009 and 2010 vehicles
- **Chevrolet Cobalt:** Some model year 2010 vehicles
- **Saturn Aura:** Some model year 2008 and 2009 vehicles
- **Saturn ION:** All model year 2004 to 2007 vehicles
- **Pontiac G6:** All model year 2005, and some model year 2006 and model year 2008 and 2009 vehicles
- **Service parts installed into certain vehicles before May 31, 2010 under a previous safety recall**

Depending on the vehicle, GM will replace free of charge either the power steering motor, the steering column, the power steering motor control unit or a combination of the steering column and the power steering motor control unit. Customers who previously paid for repairs of these parts would be eligible for reimbursement.

In addition, 309,160 non-turbocharged Chevrolet HHRs from the 2006-2008 model years (and several hundred 2009 models) and 96,324 Saturn IONs from the 2003 model year that are not subject to these recalls will be given lifetime warranties for replacement of the electronic power steering motor.

"With these safety recalls and lifetime warranties, we are going after every car that might have this problem, and we are going to make it right," said Jeff Boyer, vice president, GM Global Vehicle Safety. "We have recalled some of these vehicles before for the same issue and offered extended warranties on others, but we did not do enough."

The 2004-2007 Saturn ION, the 2009-2010 Chevrolet HHR and the 2010 Chevrolet Cobalt are included in previously announced recalls for ignition switches that may not meet GM specification for torque performance. Repairs for the ignition switch and power steering assist may require separate dealership visits depending on parts availability.

GM expects to take a charge of up to approximately \$750 million in the first quarter, primarily for the cost of recall-related repairs announced in the quarter. This amount includes a previously disclosed \$300 million charge for three safety actions announced on March 17 and the ignition switch recall announced Feb. 25.

General Motors Co. (NYSE:GM, TSX: GMM) and its partners produce vehicles in 30 countries, and the company has leadership positions in the world's largest and fastest-growing automotive markets. GM, its subsidiaries and joint venture entities sell vehicles under the Chevrolet, Cadillac, Baojun, Buick, GMC, Holden, Jiefang, Opel, Vauxhall and Wuling brands. More information on the company and its subsidiaries, including OnStar, a global leader in vehicle safety, security and information services, can be found at <http://www.gm.com>

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