



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

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

APR - 5 2004

400 Seventh Street, S.W.
Washington, D.C. 20590

Ms. Gay P. Kent, Director
Product Investigations
General Motors Corporation
30500 Mound Road - Mail Code 480-106-304
Warren, MI 48090-9055

NVS-213cat
PE04-031

Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-031) to investigate allegations of electric power steering failure in MY 2004 Chevrolet Malibu vehicles manufactured by General Motors Corporation, and to request certain information.

This office has received eight (8) reports of electric power steering failure in MY 2004 Chevrolet Malibu vehicles. The complaints allege that the driver suddenly lost all electric power steering assistance while driving and without warning making the vehicle difficult to steer. There have been no reports of crashes or injuries associated with the allegations. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2004 Chevrolet Malibu vehicles manufactured for sale or lease in the United States.
- **Subject system:** all electric power steering systems installed as original equipment or sold as replacement parts on the subject vehicles.
- **GM:** General Motors Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 1999, were involved in any way with any of the following related to the alleged defect in the subject vehicles:



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** electric power steering failure.
 - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by GM or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of MY 2004 Chevrolet Malibu and Saturn Ion vehicles GM has manufactured for sale or lease in the United States. Separately, for each MY 2004 Chevrolet Malibu and Saturn Ion vehicle manufactured to date by GM, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced; and
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

2. State, by model and model year, the number of each of the following, received by GM, or of which GM are otherwise aware, which relate to, or may relate to, the alleged defect in MY 2004 Chevrolet Malibu and Saturn Ion vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that

a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;

- d. Property damage claims; and
- e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with a summary of the significant underlying facts and evidence. For items e and f, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. GM's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model, and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether a fire is alleged;
 - k. Whether property damage is alleged;
 - l. Number of alleged injuries, if any; and
 - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by model, model year, and category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged

defect in MY 2004 Chevrolet Malibu and Saturn Ion vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. GM's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer, and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in MY 2004 Chevrolet Malibu and Saturn Ion vehicles. State, by model and model year, the terms of the new vehicle warranty coverage offered by GM on MY 2004 Chevrolet Malibu and Saturn Ion vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for MY 2004 Chevrolet Malibu and Saturn Ion vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.
8. Provide a description of how the subject system functions within the subject vehicle.
9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being

conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject system, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original system/component;
 - e. The part number (service and engineering) of the modified system/component;
 - f. Whether the original unmodified system/component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified system/component was made available as a service system/component; and
 - h. Whether the modified system/component can be interchanged with earlier production systems/components.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

11. Produce each of the following:
 - a. One exemplar sample of each design version of the subject system for the MY 2004 Chevrolet Malibu and Saturn Ion vehicles;
 - b. Field return samples of the subject system, or any component of the subject system, exhibiting the subject failure mode; and
 - c. Any kits that have been released, or developed, by GM for use in service repairs to the subject system which relate, or may relate, to the alleged defect in the subject vehicles.
12. State the number of each of the following that GM has sold that may be used in MY 2004 Chevrolet Malibu and Saturn Ion vehicles by system/component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):

- a. Subject system or any component of the subject system; and
- b. Any kits that have been released, or developed, by GM for use in service repairs to the subject system.

For each system/component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which GM is aware that contain the identical subject system as the MY 2004 Chevrolet Malibu vehicle, whether installed in production or in service, and state the applicable dates of production or service usage.

13. Furnish GM's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by May 18, 2004. Please refer to PE04-031 in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from me at (202) 366-5207 no later than five

business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

If GM claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. GM is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Cheryl Tuosto of my staff at (202) 366-1869.

Sincerely,

~~original signed by~~

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation

Enclosure 1, One (1) CD ROM titled Data Collection Disc containing three files
Enclosure 2, Eight (8) Consumer Complaints



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 100147

Date Received

14-JAN-2004

Repository

Reference No.
10054006

OWNER INFORMATION (Type or Print)

Name

Address

City

Do you sign
in the ab
Signature:

Daytime Telephone Number

E-mail Address

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GLZU54844F

Make

CHEVROLET

Model

MALIBU

Model Year

2004

Date Purchased

Dealer's name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

012200 STEERING; COLUMN LOCKING; ANTI-THEFT DEVICE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-SEP-2003

Failure Mileage

4000

Failure Speed

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: DOTM4SABC036)

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 (e.g., parts repaired or replaced (and if not part is available)).


WHEN TURNING STEERING WHEEL TOWARDS THE RIGHT STEERING WHEEL LOCKED UP, CAUSING THE CONSUMER TO LOSE CONTROL OF THE VEHICLE. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP TO BE INSPECTED. *AK WHEN FAILURE OCCURRED, THERE WAS VIRTUALLY NO ASSIST BUT DROVE THE VEHICLE HOME. THE NEXT DAY THE STEERING WAS NORMAL. DEALER REPLACED THE STEERING COLUMN. REPAIR ORDER PROVIDED. CW *LA

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

FE Open

 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 335	
	Date Received 25-MAR-2004		Repository <input type="checkbox"/> Reference No. 10064930	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address				
City				
Do you In the State				
Signature				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZT54814F		Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased 10-OCT-03	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 010006 STEERING	
		Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION				
Incident Date(s) 23-MAR-2004	Failure Mileage 1500	Failure Speed		
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: DOTMALSABC036)	<input type="checkbox"/> Original Equipment <input checked="" 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
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
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).				
THE ELECTRIC STEERING COLUMN DID NOT RETURN TO THE CENTER AFTER MAKING A TURN. THE DEALER REPLACED THE STEERING COLUMN, HOWEVER THE PROBLEM CONTINUED. *JB TALKED WITH CONSUMER ON 3/26/04 TO OBTAIN DETAILS AND CUSTOMER SAID HE ALSO EXPERIENCED LOSS OF POWER AFTER MOVING CAR AT STOP LIGHT. CAT				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY				
<small>Under 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.</small>				



U.S. Department
of Transportation
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DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100979

Date Received

2004 FEB 19 13 7:57
02-JAN-2004

Repository

Reference No.
10062283

OWNER INFORMATION (Type or Print)

Name

Address

City

Do you sit
in the car
Signature

Daytime Telephone Number

E-mail Address

VEHICLE INFORMATION

17 digit Vehicle Identification Number located in a notch of windshield on driver's side

1G1ZT54084F

Make

CHEVROLET

Model

MALIBU

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

ELKINS CHEV. 856-923-9200

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner

Dealer's City

MARLTON

State

N.J.

Zip Code

08053

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

010000 STEERING

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-JAN-2004

12-27-03

Failure Mileage

5000

2009

Failure Speed

15 MPH

POWER STEERING FAILURE

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: DOTM3ABC036)

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, 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).

WHILE DRIVING AND TURNING TO THE LEFT STEERING WHEEL FAILED. DEALER NOTIFIED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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)

WHILE MAKING LEFT TURN AT MAJOR INTERSECTION, (NAPA)
A ELECTRICAL SHUTDOWN OF POWER STEERING OCCURED.
DRIVER'S DASH SIGNALLED A MALFUNCTION, SCREEN ON
RADIO THAT SUPPLIES AUTO INFO. PETA, SIGNALLED
A POWER STEERING FAILURE. THE STEERING WHILE STILL
RECOUNTING TURN WENT TO MANUAL. THE MANUAL MODE
WAS DIFFICULT TO HANDLE. AUTO WAS THEN ~~DRIVEN~~
DRIVEN TO A PARKING LOT. ~~THE~~ AUTO TURNED OFF.
WHEN AUTO WAS RESTARTED, POWER STEERING RETURNED.
THE AUTO AS OF THIS DATE (1-20-04) HAS NOT BEEN
REPAIRED OR REPLACED

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



US Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**



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

10-MAR-2004

Repository Reference No.
10061830**OWNER INFORMATION (Type or Print)**

Name

Daytime Telephone Number E-mail Address

Address

City

Do you sit
in the ab.
Signature**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make
CHEVROLETModel
MALIBUModel Year
2004Date Purchased
19-JAN-04

Dealer's Name and Telephone Number

Engine:
No: Cylinders 6Fuel Type:
GasOriginal Owner

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC Antilock Brakes
 Cruise ControlPowertrain
FRONT WHEEL DRIVE

Vehicle Component Code

015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
08-MAR-2004

Failure Mileage

Failure Speed

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: DOTM49ABC036)

 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).

MY 2004 CHEVY MALIBU MAXX LOST ITS ELECTRIC POWER STEERING ASSIST WHEN MAKING A RIGHT TURN OUT OF A SAM'S PARKING LOT. THE 'POWER STEERING' MESSAGE WAS ILLUMINATED ON DRIVER INFORMATION CENTER (DIC) AND AN ORANGE VEHICLE SERVICE LIGHT APPEARED ON INSTRUMENT PANEL. THE VEHICLE WAS VERY DIFFICULT TO STEER. THE NEXT MORNING WHEN I RESTARTED THE CAR THE VEHICLE SERVICE LIGHT WAS NOT ILLUMINATED AND THE ELECTRIC POWER STEERING ASSIST WORKED CORRECTLY FOR A WHILE. THEN SUDDENLY, WHILE IN REVERSE OUT OF MY HOME DRIVEWAY, I LOST POWER STEERING ASSIST, THE POWER STEERING MESSAGE ILLUMINATED IN THE DIC AND THE VEHICLE SERVICE LIGHT ILLUMINATED AGAIN. I HAVE CONTACTED THE DEALER BUFF WHELAN CHEV AND HAVE A SERVICE APPOINTMENT SCHEDULED FOR 3/15/04 AT 8AM.

I AM GLAD THAT THIS STEERING ASSIST FAILURE DID NOT HAPPEN WHILE ON THE HIGHWAY GETTING OFF ON AN EXIT RAMP.*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Involes.

ATTACH ADDITIONAL SHEETS IF NECESSARY

By 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.



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National Highway Traffic Safety Administration

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INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

10-DEC-2003

Repository

Reference No.
10048032

OWNER INFORMATION (Type or Print)

Name

Address

City

Do you sit
in the at
Signature

Daytime Telephone Number | E-mail Address

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZU54864F		Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased 04-SEP-03	Dealer's Name and Telephone Number DAVE OLSEN 999-785-4011		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City FLINT	State MI	Zip Code 48504	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 116000 ELECTRICAL SYSTEM:IGNITION	
Multiple Failure: 6				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-SEP-2003	Failure Mileage 3035	Failure Speed 40	
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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).

AFTER PUTTING THE KEY IN THE IGNITION, IT BECAME STUCK AND WAS NOT ABLE TO BE RELEASED RIGHT AWAY. THE CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP SEVERAL TIMES, BUT THE MECHANIC COULD NOT RESOLVE THE PROBLEM. *AK WHEN THE POWER STEER LOCKED UP, THE CONSUMER HAD TROUBLE TURNING THE WHEEL. *CB *JB STEERING COLUMN AND STEERING POSITION SENSOR REPLACEDCW.

Include, if available: Police/Fire Department Report, Photos, and Repair Involes. **ATTACH ADDITIONAL SHEETS IF NECESSARY.**

The Privacy Act of 1974-Public Law 93-502 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.



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

DOT Auto Safety Hotline
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(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100745

Date Received

Repository

2003 DEC 10 PM 2:58
194032003

Reference No.
10048092

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City _____ State _____ Zip _____
Do you live in this address? Yes No
Signature _____ Date _____

Daytime Telephone Number _____

E-mail Address _____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield - driver's side 1GT7U54864E		Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased 9-4-03	Dealer's Name and Telephone Number DAVE OSLEN 785-4011	Engine: No. Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City Flint	State Mi	Zip Code 48604	
Transmission Type <input type="checkbox"/> Automatic <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 118100 ELECTRICAL SYSTEM:IGNITION:SWITCH		
Multiple Failure: 0				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-SEP-2003	Failure Mileage 3035	Failure Speed POWER STEERING FAILED TWICE
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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: DOT1M3ABC1234)	<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).

AFTER PUTTING KEY IN THE IGNITION, IT BECAME STUCK, AND NOT ABLE TO BE RELEASED RIGHT AWAY. TOOK VEHICLE TO DEALERSHIP SEVERAL TIMES, BUT MECHANIC COULD NOT RESOLVE THE PROBLEM. *AK

Key still Get stuck, the power steer locks-up. it is hard to turn wheel.

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

DOT Auto Safety Hotline
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To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-FEB-2004

Repository Reference No.
10058469**OWNER INFORMATION (Type or Print)**

Name _____

Address _____

City _____

Do you sit
in the ab
Signature _____Driver or yo-
ur address**VEHICLE INFORMATION**

17 digit Vehicle Identification Number (VIN): bottom of windshield on driver's side 1G1ZT52844F		Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 010000 STEERING Multiple Failure: 3	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-FEB-2004	Failure Mileage 4500	Failure Speed 20	
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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), if any, 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).

THE POWER STEERING WAS DISPLAYED IN THE INFORMATION DISPLAY CENTER OF THE RADIO. THE POWER STEERING THEN FAILED. THIS HAPPEND TWO TIMES. I BROUGHT THE VEHICLE TO MY LOCAL CHEVY DEALER AND THEY COULD NOT IDENTIFY THE PROBLEM OR DUPLICATE IT. A PROBLEM LIKE THIS AT HIGH SPEEDS COULD BE DANGEROUS AND CAUSE A DRIVER TO LOOSE CONTROL OF THE VEHICLE. THERE NEEDS TO BE FURTHER INVESTIGATION ABOUT THIS TO AVOID SERIOUS PROBLEMS. THE STEERING WHEEL CAN STILL BE TURNED BUT EXPREMELY DIFFICULT. THE STEERING BECAME HEAVY INSTANTLY. COMPLAINANT SON WAS EXPERIENCE THE SAME ISSUE WHEN PULLING THE VEHICLE OUT OF THE DRIVWAY. IT APPEARS TO BE AN INTERMITTENT PROBLEM. OWNER DID STATE THAT SHE KNOWS SOMEONE ELSE WITH AN 04 MALIBU AND THE ELECTRIC ASSIST STEERING WENT OUT.CW

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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National Highway
Traffic Safety
Administration

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INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100146

Date Received

13-MAR-2004

Repository Reference No.
10062107

OWNER INFORMATION (Type or Print)

Name

Address

City

Do you sit
in the ab
Signature

or address

Daytime Telephone Number

E-mail Address

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZT54834F		Make CHEVROLET	Model MALIBU	Model Year 2004
Date Purchased 28-FEB-04	Dealer's Name and Telephone Number WESELOH CHEVROLET HUMMER 7504960509		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City CARLSBAD	State CA	Zip Code 92008-4339	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM	
Multiple Failure: 3				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-MAR-2004	Failure Mileage 291	Failure Speed 0	
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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: DOTM18ABC036)	<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).

POWER STEERING HAS FAILED ON 3 SEPARATE OCCASIONS. THE FIRST TIME, THE DEALER REPLACED THE CAM SENSOR IN THE TRANSMISSION. THE POWER STEERING FAILED AGAIN 5 DAYS LATER. THE CAR IS STILL AT THE DEALERSHIP, THEY ARE TRYING TO FIGURE OUT WHAT IS WRONG. *AK
CALL NOTES: BACKED CAR OUT OF GARAGE. STEERING WAS DIFFICULT. SAW [POWER STEERING] ON DISPLAY. TURNED CAR OFF AND RESTARTED, BUT NO POWER STEERING. DROVE CAR TO DEALERSHIP, WHO COULD NOT DUPLICATE CONDITION, BUT THEY DID REPLACE CAM SENSOR. AFTER ABOUT 4 DAYS, DRIVER WAS BACKING OUT OF GARAGE AND SAME SITUATION HAPPENED AGAIN. SHUT OFF CAR AND CALLED DLR. HAD A COMMITMENT SO HE DROVE CAR WITHOUT POWER STEERING. AFTER FINISHING COMMITMENT RESTARTED CAR AND POWER STEERING WORKED. BROUGHT TO DEALER, WHO KEPT CAR FOR 4-5 DAYS AND REPLACED STEERING COLUMN ASSEMBLY. AS HE WAS DRIVING CAR OUT OF DEALERSHIP, FELT CAR PULLING TO LEFT, BUT NEEDED CAR SO HE DROVE CAR AND BROUGHT BACK AFTER FINISHING COMMITMENT. DEALERSHIP KEPT CAR FOR 7 DAYS, CALIBRATED STEERING, BUT DID NOT REPLACE ANY PARTS. DRIVER JUST PICKED UP CAR AND THINGS SEEMED OK. CAT 3/25/04 NO CRASH OR INJURIES PER CONSUMER CALL ON 3/30/04 CAT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice

ATTACH ADDITIONAL SHEETS IF NECESSARY

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of Transportation
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INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

10-MAR-2004

Repository Reference No.
10052871**OWNER INFORMATION (Type or Print)**

Name

Address

City

Do you
sign
in the
signature

Daytime Telephone Number

E-mail Address

VEHICLE INFORMATION17 digit Vehicle Identification Number (Located at bottom of windshield on driver's side)
1G1ZT52884F.Make
CHEVROLETModel
MALIBUModel Year
2004Date Purchased
14-OCT-03

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code

015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
05-FEB-2004Failure Mileage
2300

Failure Speed

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: D0THAL9ABC035)

 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

Number of Deaths

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).

POWER STEERING FAILED AT 2300 MILES AND 5000 MILES. WHEN THE POWER STEERING FAILED, IT WAS IMPOSSIBLE TO TURN THE STEERING WHEEL. *AK

DRIVER WAS HEADING HOME FROM WORK AND HAD DRIVEN ABOUT 15 MIN. HEARD MESSAGE BOARD SOUND; SAW (POWER STEERING) ON DISPLAY; SERVICE LIGHT CAME ON. A FEW SECONDS LATER, SHE HAD NO POWER STEERING, BUT WAS ABLE TO DRIVE CAR TO SIDE OF ROAD. TURNED THE CAR OFF AND RESTARTED CAR A LITTLE LATER. POWER STEERING WAS WORKING SO SHE DROVE 12-15 MINUTES FURTHER WHEN SHE LOST POWER STEERING AGAIN (HEARD SOUND, SAW MESSAGE, AND SERVICE ENGINE LIGHT). PULLED CAR OVER TO SIDE OF ROAD, RESTARTED A LITTLE LATER AND WAS ABLE TO DRIVE CAR TO DLR. LEFT CAR AT DEALER, WHO SAID THEY WOULD NEED 2-3 WEEKS TO GET PART, BUT ENDED UP CALLING BACK 5-6 DAYS LATER AND TOLD HER TO PICK IT UP. CAR FIXED UNDER WARRANTY. SAME SITUATION AND WARNINGS HAPPENED AGAIN ON MARCH 4, 2004. BROUGHT BACK TO DLR, WHO SAID THEY HAD TO RESET A SENSOR. CAT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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