



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

**DOT Auto Safety Hotline**

**Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects**

2008 SEP -9 PM 4:58 DASH-2-DOT  
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 12-AUG-2008  
Repository   
Reference No. 10237817

**OWNER INFORMATION (Type or Print)**

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

City CLEVELAND State OH Zip Code [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 8/12/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G1ZT64874 [REDACTED]  
Make CHEVROLET Model MALIBU MAXX Model Year 2004  
Date Purchased 3-20-04 LEASE Dealer's Name and Telephone Number SERPENTINI 440 878 6700 Engine: No: Cylinders 6 Fuel Type: GAS  
Original Owner  Dealer's City STRONGSVILLE State OH Zip Code 44136  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain Vehicle Component Code 220000 SEATS Multiple Failure:

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

Incident Date(s) 10-AUG-2008 Failure Mileage 42653 Failure Speed 60

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 2004 CHEVROLET MALIBU MAXX. WHILE DRIVING APPROXIMATELY 60 MPH, THE DRIVER'S SEAT DROPPED APPROXIMATELY 3 TO 4 INCHES ON THE RIGHT SIDE. THE CONTACT ARRIVED HOME AND DISCOVERED THAT THE BRACKET FAILED. THE CURRENT MILEAGE WAS 42,678 AND FAILURE MILEAGE WAS 42,653.

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.

# Serpentini

Chevrolet STRONGSVILLE

15303 ROYALTON RD. (STATE RT. 82)  
STRONGSVILLE, OH 44136

**SERPENTINI**  
CHEVROLET  
PONTIAC-BUICK Orrville  
329 North Main Street  
Orrville, Ohio 44667  
330 683 6050

**SERPENTINI**  
CHEVROLET Aurora  
310 West Garfield Road  
Aurora, Ohio 44202  
330 562 8585

**SERPENTINI**  
CHEVROLET Strongsville  
15303 Royalton Rd.  
Strongsville, OH 44136  
440 878 6700

**SERPENTINI**  
CHEVROLET Tallmadge  
140 West Avenue  
Tallmadge, Ohio 44278  
330 630 2000

**SERPENTINI BERA**  
AUTO OUTLET & BODY SHOP  
520 Front Street  
Berea, Ohio 44017  
440 243 6700

CUSTOMER NO.	ADVISOR <b>DANIEL KNIPPER</b>	TAG NO. <b>0301</b>	INVOICE DATE <b>08/27/08</b>	INVOICE NO. <b>CVCS310747</b>
[REDACTED] CLEVELAND, OH [REDACTED]	LABOR RATE	LICENSE NO.	COLOR <b>GAL SILVER</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / LS MAXX</b>	MILEAGE <b>43,673</b>	DELIVERY DATE <b>03/20/04</b>	DELIVERY MILES <b>443406</b>
	VEHICLE I.D. NO. <b>1G1ZT64874E</b>	SELLING DEALER NO.	PRODUCTION DATE <b>87</b>	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/27/08</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		<b>MO: 43673</b>		

LABOR & PARTS  
J# 1 51CVZZMISC MISCELLANEOUS TECH(S):2422 WARRANTY  
C/S DRVRS SEAT FRAME BRKN SOP HERE  
CHK AND VERIFY CONCERN SEAT FRAME WELDS BROKE CAUSING SEAT  
TO MOVE CROOKED, REPLACE SEAT FRAME, RECHK GOOD  
DONE OUT OF WARRENTY AS GM GOODWILL FOR CUST SATISFACTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15850047	FRAME 11.373		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2+61CVZ NEXT APPT SCHEDULED TECH(S):2422 INTERNAL  
Added Operation (DANIELK @ 08/27/2008 10:21)  
3MTHS OR 3K MILES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

COMMENTS:  
GM GOODWILL.

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER REPAIRS. ALL PARTS HAVE A 12 MONTH OR 12,000 MILE WARRANTY (WHICH WOULD INCLUDE LABOR ON FAILED PART-WHICHEVER COMES FIRST)	TOTAL LABOR....	0.00
*****IMPORTANT*****	TOTAL PARTS....	0.00
THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. WE KNOW YOU CAN HAVE YOUR VEHICLE SERVICED ANYWHERE AND WE APPRECIATE YOUR CONFIDENCE IN US. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. HOPEFULLY WE HAVE EARNED COMPLETELY SATISFIED FROM YOU. THANK YOU AGAIN.	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

Reynolds and Reynolds ERAUNTINE CC22516 Q (11/06)