



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 06-OCT-2008	Repository <input type="checkbox"/>
	Reference No. 10244471

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City NORTH PORT	State FL	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
 In the absence of an address to the vehicle manufacturer. YES NO
 Signature of Owner _____ Date 11/15/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G12K57708F	Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased 3/17/2008	Dealer's Name and Telephone Number Bill Buck Chevrolet, Inc. 941-493-5000	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Venice, FL	State FL	Zip Code 34293
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 010000 STEERING
			Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-MAR-2008	Failure Mileage 308	Failure Speed 40-80 mph	Car vibrates, steering out of alignment, the shaking and misalignment causes tires to separate
---------------------------------	------------------------	----------------------------	--

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Goodyear	Tire Model (Name or Number) 19143129	Tire Size (Example, P215/65R15) P225/50R18
DOT No. (Example: DOTM19ABC036) DOT M63H B HDR	<input checked="" type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> Prior Repair	Failure Location: all tires
Tire Component Code		Tire Failure Type Separates

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
--	---	--------------------------------	-----------------------	-------------------------

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 TEST DRIVING THE VEHICLE AT AN UNKNOWN SPEED, THE CONTACT NOTICED THAT THE STEERING WHEEL SHOOK AND THE VEHICLE MAY HAVE BEEN MISALIGNED. THE DEALER BALANCED THE TIRES AND STATED THAT THE MANUFACTURER MAY HAVE JUST "THROWN TIRES" ON THE VEHICLE. THE FAILURE RECCURED A WEEK LATER AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE CONTACT TOOK THE VEHICLE TO THE DEALER APPROXIMATELY 6-7 TIMES, AND 12-14 TIRES HAVE BEEN PLACED ON THE VEHICLE. AFTER RETRIEVING THE VEHICLE FROM THE DEALER, SHE NOTICED THAT IT FUNCTIONED PROPERLY FOR APPROXIMATELY A WEEK BEFORE THE SHAKING RECCURED. THE SERVICE MANAGERS FROM THE DEALERS AS WELL AS THE MANUFACTURER STATED THAT THE IMPALA AND MALIBU MODELS HAD A VIBRATION THAT WAS STANDARD WHILE DRIVING BETWEEN 40-80 MPH. THE CURRENT MILEAGE WAS 8,149 AND FAILURE MILEAGE WAS APPROXIMATELY 308.

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.

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

My new 2008 Malibu has a vibration and alignment problem that will not and cannot be fixed according to the GM dealers that I have dealt with. They tell me that this problem is standard with all Malibus and Imporas. They should have told me that before I purchased the car - I would have bought a different one. The car shakes and vibrates at anywhere from 40-80 mph. It pulls to either side because the alignment is bad, which in turn causes my tires to wear and separate. I am disappointed with GM, I have been a GM customer for many years and this is the first time I've had a bad product and customer service. I have attached the repair invoices. I need a safe car to drive my children in. I do not feel this is safe.

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

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

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 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

THINK F. 235 SAINT PETERSBURG FL 33708 MON 08 PM

BILL BUCK CHEVROLET-Geo, INC.

2324 S. TAMiami TRAIL VENICE, FLORIDA 34293 Telephone:
 SERVICE RECEPTION & WRITE-UP: 941-493-5000
 Monday - Friday 7:30 am - 5:00 pm 1-800-448-BUCK
 Saturday 8:00 am - 1:00 pm

9417374575

281523

INVOICE

PAGE 1

Motor Vehicle Repair Shop Registration #MV-14126

1020 NORTH PORT, FL HOME:

BUS:

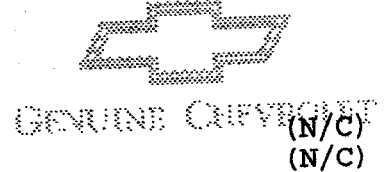
SERVICE ADVISOR: 96 JAMES NADWODNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	08	CHEVROLET MALIBU	1G1ZK57708E		3846/3851		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17MAR08 DD			17:00 10JUN08		85.00	CASH	10JUN08
R.O. OPENED	READY	OPTIONS: STK:G185 DLR:26061 ENG:LY7-3.6L-DOHC					
10JUN08	10JUN08	TRN:MH2-6SPD-AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A OWNER STATES: VEHICLE VIBRATION FELT @ 60MPH .. FELT IN STEERING WHEEL & WHOLE VEHICLE...SEE HIST.

CAUSE: E 30 REPLACE (2) TIRES /FRONT . RE-BALANCE REAR

GENUINE CHEVROLET
 100 WP4
 2 19143129 TIRE
 FC:
 PART#: 19143129
 COUNT: 2
 CLAIM TYPE:
 AUTH CODE:



 B OWNER STATES: VEHICLE PULLS TO LEFT...CHECK

CAUSE: E 30 SEE LINE (A) FOR CORRECTIONS MADE

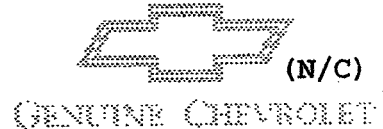
100 WP4
 FC: PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

(N/C)

 C ENTERPRISE RENTAL

CAUSE: 30 MISC LABOR

GENUINE CHEVROLET
 100 WP4
 FC: PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:



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.

DESCRIPTION	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL	
SUBLET	
MISC. CHG	
TOTAL	
LESS INS	

IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS CO. THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT GRADE US

 "COMPLETELY SATISFIED"
 PLEASE CONTACT ANY MEMBER OF MANAGEMENT

BILL BUCK CHEVROLET-Geo, INC.

2324 S. TAMiami TRAIL VENICE, FLORIDA 34293
 SERVICE RECEPTION & WRITE-UP: Telephone:
 Monday - Friday 7:30 am - 5:00 pm 941-493-5000
 Saturday 8:00 am - 1:00 pm 1-800-448-BUCK

9417374575

281969

INVOICE

NORTH PORT, FL
 HOME:

BUS:

PAGE 1

Motor Vehicle Repair Shop Registration #MV-14126

SERVICE ADVISOR: 96 JAMES NADWODNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZK57708F		4395/4395		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
7MAR08 DD			17:00 24JUN08		85.00	CASH	26JUN08
R.O. OPENED	READY	OPTIONS: STK:G185 DLR:26061 ENG:LY7-3.6L-DOHC					
24JUN08	26JUN08	TRN:MH2-6SPD-AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

SEE HIST. FOR STEERING/VIBRATION CONCERN.

CAUSE: E

30 REPLACED ONE TIRE AND CHECKED ALIGNMENT JEFF DROVE AND ERIC (GENERAL MANAGER) TEST DROVE ALL OPERATING WITH IN EXCEPTIONS



GENUINE CHEVROLET (N/C)
 (N/C)

100 WP4

1 19143129 TIRE

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

CALL 876-4557

30 MISC LABOR

999 IP

100 IP

(N/C)
 (N/C)

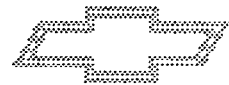
IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS CO. THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT GRADE US



"COMPLETELY SATISFIED" PLEASE CONTACT ANY MEMBER OF MANAGEMENT. THANK YOU BILL BUCK CHEVROLET, INC. 941-493-5000

THANK YOU FOR TRUSTING US WITH YOUR SERVICE



GENUINE CHEVROLET

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE



SUNSET CHEVROLET



CVCS304684
CVCS304684

1800 BAY RD. • SARASOTA, FL 34239
www.sunsetautogroup.com
(941) 366-7800

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS CELL:

CUSTOMER NO.	ADVISOR LEONARD GOLDMAN	INVOICE DATE 09/24/08	INVOICE NO.
NORTHPORT, FL	LABOR RATE	LICENSE NO.	MILEAGE 7,903
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LTZ	COLOR RED JEWEL T	STOCK NO.
MCMCLEAN@CMSA1.COM	VEHICLE I.D. NO. 1G1ZK57708F	DELIVERY DATE 03/17/08	DELIVERY MILES
	F. T. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P. O. NO.	R. O. DATE 09/24/08	MILEAGE OUT
COMMENTS			MO: 7920

LABOR & PARTS
1 00CVZ MAINTENANCE TECH(S):340 WARRANTY
OWNER/DRIVER STATES FEELING A VIBRATION IN VEHICLE FROM 20-70 MPH, COME AND GOES WITH-IN MPH. SEE DAVE DULL SERVICE MANAGER TEST DROVE 17 MILES INCLUDING I.S.-THE VEHICLE PERFORMS LIKE OTHER 2008 MALIBUS
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

JOB # 1 TOTAL LABOR & PARTS 0.00

2 20CVZZ OUTSIDE RENTAL TECH(S):340 WARRANTY
WARRANTY RENTAL

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
JOB # 2	82368		09/24/08	WARRANTY ENTERPRISE RENTAL		0.00

TOTALS

METHOD OF PAYMENT

() cash... () check #.....	TOTAL LABOR....	0.00
() credit card.. () other.....	TOTAL PARTS....	0.00
() charge #.....	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]

"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]."

CUSTOMER SIGNATURE

BILL BUCK CHEVROLET-Geo, INC.

2324 S. TAMiami TRAIL VENICE, FLORIDA 34293
 SERVICE RECEPTION & WRITE-UP: Telephone:
 Monday - Friday 7:30 am - 5:00 pm 941-493-5000
 Saturday 8:00 am - 1:00 pm 1-800-448-BUCK

9417374575

281173

INVOICE

PAGE 1

Motor Vehicle Repair Shop Registration #MV-14126

NORTH PORT, FL
 HOME: BUS:

SERVICE ADVISOR: 41 JOHN H PEMBERTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	08	CHEVROLET MALIBU	1G1ZK57708F		3448/3448		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
17MAR08 DD			17:00 29MAY08		85.00	CASH	29MAY08
R.O. OPENED	READY	OPTIONS: STK:G185 DLR:26061 ENG:LY7-3.6L-D0HC					
29MAY08	29MAY08	TRN:MH2-6SPD-AUT0					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER FEELS VEHICLE PULLING
 CAUSE:

30 FOUND BOTH FRONT AND REAR END OUT OF
 SPEC'S/ALIGNED VEHICLE

100 WP4
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:



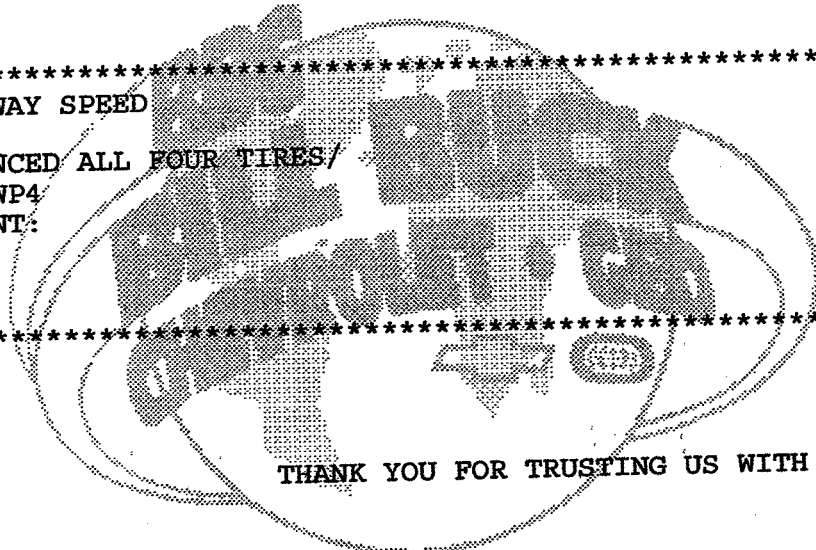
GENUINE CHEVROLET (N/C)

B VIBRATION AT HIWAY SPEED
 CAUSE:

30 MATCH BALANCED ALL FOUR TIRES/
 100 WP4

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

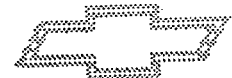
(N/C)



THANK YOU FOR TRUSTING US WITH YOUR SERVICE



GENUINE CHEVROLET



GENUINE CHEVROLET

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

BILL BUCK CHEVROLET-GEO, INC.
 2324 S. TAMiami TRAIL VENICE, FLORIDA 34293
 SERVICE RECEPTION & WRITE-UP: Telephone:
 Monday - Friday 7:30 am - 5:00 pm 941-493-5000
 Saturday 8:00 am - 1:00 pm 1-800-448-BUCK

9417374575

282749

INVOICE

PAGE 1

Motor Vehicle Repair Shop Registration #MV-14126

NORTH PORT, FL
 HOME:

BUS:

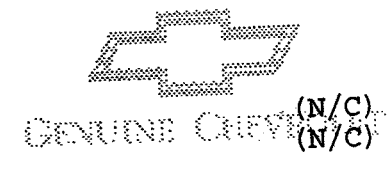
SERVICE ADVISOR: 96 JAMES NADWODNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	08	CHEVROLET MALIBU	1G1ZK57708F		5517/5523		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17MAR08 DD			17:00 23JUL08		85.00	CASH	25JUL08
R.O. OPENED	READY	OPTIONS: STK:G185 DLR:26061 ENG:LY7-3.6L-DOHC					
23JUL08	25JUL08	TRN:MH2-6SPD-AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES VIBRATION AT 55 MPH

CAUSE: 30 REPLACE RIGHT FRONT TIRE. BALANCE REMAINING TIRES AS NEEDED

100 WP4
 1 19143129 GY2255018
 FC:
 PART#: 19143129
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:



SUBL CHECK FRAME DARBY PO# WP4
 FC:

B CUST ALSO SAYS SHE FEELS TIRE VIBRATE ON CORNERS
 CAUSE: E

30. MISC LABOR
 100 WP4
 FC: PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

C RENTAL VEHICLE
 CAUSE: E
 Z7901 RENTAL VEHICLE
 100 WP4
 FC: PART#: COUNT: 0

IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS CO. THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT ANY MEMBER OF MANAGEMENT. THANK YOU. BILL BUCK CHEVROLET, INC. 941-493-5000

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

	TOTALS
U.S.R. AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	