



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

28-OCT-2008

Repository

Reference No.
10246927

OWNER INFORMATION (Type or Print)

Name

Address

City

CLEVELAND

State

OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a name or address to the vehicle manufacturer.
Signature of Owner _____ Date 01/23/2009

VEHICLE INFORMATION

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

1G1ZT64874

Make

CHEVROLET

Model

MALIBU MAXX

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

SERPENTINI CHEVROLET

Engine:

No: Cylinders

Fuel Type:

UNLEADED

Original Owner

Dealer's City

STRONGSVILLE

State

OH

Zip Code

6

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

STEERING

Incident Date(s)

26-MARCH-2007
26-MAY-2006
30-MARCH-2006
23-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

19557

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: DOTM19ABC036)

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).

TL*THE CONTACT'S SPOUSE OWNS A 2004 CHEVROLET MALIBU MAXX. WHILE DRIVING AT VARIOUS SPEEDS AND MAKING A TURN, THE CONTACT HEARD A CLUNKING NOISE COMING FROM THE STEERING COLUMN. THE VEHICLE HAS BEEN TO THE DEALER THREE TIMES AND THEY REPLACED THE STEERING COLUMN UNDER WARRANTY, THE PS GEAR, AND THE INTERMEDIATE STEERING SHAFT; HOWEVER, THE CLUNKING NOISE STILL PERSISTS. THE CURRENT MILEAGE WAS 45,523 AND FAILURE MILEAGE WAS 19,557.

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 BERIA
AUTO OUTLET & BODY SHOP
520 Front Street
Berea, Ohio 44017
440 243 6700

CUSTOMER NO	ADVISOR RYAN ALLEN	TAG NO	INVOICE DATE 03/26/07	INVOICE NO
CLEVELAND, OH	LABOR RATE	LICENSE NO	MILEAGE 28,413	COLOR GAL SILVER
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LS MAXX	DELIVERY DATE 03/20/04		DELIVERY MILES 443406
	VEHICLE I.D. NO. 1G1ZT64874	SELLING DEALER NO		PRODUCTION DATE 87
	F.T.E. NO	P.O. NO	R.O. DATE 03/26/07	
COMMENTS				MO: 28415

LABOR & PARTS		TECH(S):254		WARRANTY
J# 1 52CVZ	RENTAL			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		JOB # 1 TOTAL PARTS		0.00
		JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 38CVZ		STEERING NOISE		TECH(S):2640
		C/S THAT THERE IS A CLUNKING TYPE NOISE IN THE STEERING.		WARRANTY
		WHEEL WHILE DRIVING		
		VERIFIED AND FOUND INTERMEDIATE STEERING SHAFT DRY		
		LACK OF LUBE.		
		REPLACED INTERMEDIATE STEERING SHAFT.		
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		JOB # 2 TOTAL PARTS		0.00
JOB # 2 1 22687711		SHAFT KIT 6.526		
		JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 99CVZDECLINED		DECLINED MAINTENANCE		TECH(S):2640
		CUST DECLINED FUEL FILTER, TRANS SERVICE.		0.00
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		JOB # 3 TOTAL PARTS		0.00
		JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS
DROP/LOANER

TOTALS

<p>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)</p> <p>*****IMPORTANT***** 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.</p>	<table style="width: 100%;"> <tr><td>TOTAL LABOR....</td><td>0.00</td></tr> <tr><td>TOTAL PARTS....</td><td>0.00</td></tr> <tr><td>TOTAL SUBLET....</td><td>0.00</td></tr> <tr><td>TOTAL G.O.G....</td><td>0.00</td></tr> <tr><td>TOTAL MISC CHG.</td><td>0.00</td></tr> <tr><td>TOTAL MISC DISC</td><td>0.00</td></tr> <tr><td>TOTAL TAX.....</td><td>0.00</td></tr> <tr><td>TOTAL INVOICE \$</td><td>0.00</td></tr> </table>	TOTAL LABOR....	0.00	TOTAL PARTS....	0.00	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
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TOTAL MISC CHG.	0.00																
TOTAL MISC DISC	0.00																
TOTAL TAX.....	0.00																
TOTAL INVOICE \$	0.00																

CUSTOMER SIGNATURE

Royals and Reynolds, EPA/NTIME 0228816 G (11/06)

Serpentini

Chevrolet STRONGSVILLE

15303 ROYALTON RD. (STATE RT. B2)
 STRONGSVILLE, OH 44136

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

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

SERPENTINI
 CHEVROLET Wadsworth
 869 Broad Street
 Wadsworth, Ohio 44281
 330 334 1515

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

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

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

CUSTOMER NO		ADVISOR JOE BATTAGLIA	INVOICE DATE 05/26/06
CLEVELAND, OH		LABOR RATE	MILEAGE 19,557
		LICENSE NO.	COLOR GAL SILVER
		YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LS MAXX	STOCK NO. 443406
		VEHICLE I.D. NO. 1G1ZT64874	DELIVERY DATE 03/20/04
		F.T.E. NO.	SELLING DEALER NO.
		P.O. NO.	PRODUCTION DATE
RESIDENCE PHONE		F.O. DATE 05/26/06	
BUSINESS PHONE		COMMENTS	

LABOR & PARTS
JOB # 1 36CVZZFRTSUSP FRONT SUSPS TECH(S):2643 **WARRANTY**
 CUST STATES CLUNKING NOISE FROM FRONT OVER BUMPS
 NOISE VERIFIED. PER DOC 1037348
 FOUND STEERING COLUMN SOURCE OF NOISE
 REPLACED STEERING COLUMN AND VERIFIED OK
 E7680

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88967179	S/COL REM 6.518		
JOB # 1	-1	88967179	CORE RETURN		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2 32CVZZSEATS SEAT TRIM TECH(S):2643 **INTERNAL**
 CUST STATES PASS REAR SEAT TRIM HANDLE BROKEN
 PART ON ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 2	0	22736394	HANDLE 11.655		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDER **					
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

COMMENTS
 WTR

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER REPAIRS.	TOTAL LABOR....	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 PARTS....	0.00
	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

CUSTOMER SIGNATURE

Reynolds and Reynolds MAINTINIVE CC228818 Q (07/04)

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



SERPENTINI
CHEVROLET Tallmadge
 140 West Avenue
 Tallmadge, Ohio 44276
 330 630 2000

SERPENTINI
CHEVROLET Wadsworth
 869 Broad Street
 Wadsworth, Ohio 44281
 330 334 1515

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

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

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

CUSTOMER	ADVISOR KETH KINNAN	I TAG NO.	INVOICE DATE 11/03/06	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR 25,022 GAL SILVER	STOCK NO. 443406
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/L.S. MAXX		DELIVERY DATE 03/20/04	DELIVERY MILES 87
CLEVELAND, OH	VEHICLE I.D. NO. 1G1ZT64874		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/02/06	
COMMENTS				

LABOR & PARTS

JOB # 1 300VZZ STEER STEERING WARRANTY
 CUST STATES CLUNKING NOISE WHEN BACKING UP, TAKING OFF, CAN HEAR A CLUNK, THRU FRONT, AND FEEL THRU WHEEL ROAD TESTED, VERIFIED NOISE FROM PS GEAR, REPLACED CHECKED, AND ALIGNED
 E9749
 .77/1.5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858368	GEAR 6.508		
JOB # 1	-1	15858368	CORE RETURN		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 300VZ RENTAL RENTAL WARRANTY

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

JOB # 3 300VZZ GLASS GLASS PARTS WARRANTY
 CUST STATES PASS REAR WINDOW BINDING, CATCHING WHEN GOING UP, DOWN
 VERIFIED PASS REAR WINDOW BINDING, R AND R DOOR PANEL, ADJUSTE REAR WINDOW REGULATOR
 C0382

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

COMMENTS
 216-287-6672

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER REPAIRS.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	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 INVOICE \$	0.00

SERPENTINI CO. (07/04)

Serpentini

Chevrolet STRONGSVILLE

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

SERPENTINI
CHEVROLET
PONTIAC-BUICK Orrville
229 North Main Street
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330 683 8050

SERPENTINI
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330 562 8585

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

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

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

CUSTOMER NO.	ADVISOR KURT JACKSON	TAG NO.	INVOICE DATE 12/22/08	INVOICE NO.
CLEVELAND, OH	LABOR RATE	LICENSE NO.	MILEAGE 46,551	COLOR GAL SILVER
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LS MAXX			DELIVERY DATE 03/20/04
	VEHICLE I.D. NO. 1G1ZT64874			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/22/08	PRODUCTION DATE

COMMENTS

MO: 46553

LABOR & PARTS
JOB # 1 38CVZ STEERING NOISE TECH(S):2210 WARRANTY
CUST. STATES CLUNKING TYPE NOISE IN STEERING, INSTALL SOP PA
RT
DIAGNOSE AND REPLACE INTERMEDIATE STEERING SHAFT, RETEST
DRIVE NOISE GONE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25962603	SHAFT KIT 6.526		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

COMMENTS
GOODWILL PER PREVIOUS RO. OK KK

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME WARRANTY 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
TOTAL PARTS	0.00
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

*****IMPORTANT*****
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.

CUSTOMER SIGNATURE

Serpentini and Reynolds Insurance 0028818.0 (1/08)