 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects</p> <p>888-DASH-2-DOT 1-888-327-4236 INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>2009 JAN 26 AM 10:50</p>		<p>Date Received</p> <p>30-DEC-2008</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10253189</p>		
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>F-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City BURLEN</p>		<p>State WA</p>	<p>Zip Code</p>		
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date 1/8/09</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1NE52M1</p>		<p>Make CHEVROLET</p>	<p>Model MALIBU</p>	<p>Model Year 1997</p>	
<p>Date Purchased 11/05</p>	<p>Dealer's Name and Telephone Number N.W. FLEETLEASE 425-251-6000</p>		<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: GAS</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City KENT, WA</p>	<p>State WA</p>	<p>Zip Code 98032</p>		
<p>Transmission Type AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 22-DEC-2008</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 137000 VISIBILITY: REAR WINDOW WIPER/WASHER, 130000 VISIBILITY FRONT WINDOW - PASSENGER SIDE</p>			<p>Failure Mileage 93986</p>	<p>Failure Speed 40</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL*THE CONTACT OWNS A 1997 CHEVROLET MALIBU. WHILE DRIVING APPROXIMATELY 40 MPH IN INCLEMENT WEATHER CONDITIONS, THE PIVOT HOUSING FRACTURED AND CAUSED THE WIPERS TO FAIL. AS A CONSEQUENCE, THE CONTACT'S VISIBILITY WAS SIGNIFICANTLY REDUCED AND THE RISK OF A CRASH WAS INCREASED. THE DEALER STATED THAT HIS VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 01V068000 (VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES). THE CONTACT PAID \$380.68 TO REPLACE THE WINDSHIELD WIPER PIVOT HOUSING. THE MANUFACTURER DID NOT ASSIST. THE FAILURE AND CURRENT MILEAGES WERE 93,986.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

12" of SNOW ON THE GROUND. NO WHERE TO PULL OFF
BECAUSE OF SNOW PILED ON SHOULDER. VISIBILITY WAS ~~LOW~~
ZERO BY THE TIME I FOUND HELP.

DEALER REFUSED TO HONOR RECALL
GM REFUSED TO HONOR RECALL

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

SEATTLE WA 981

09 JAN 2009 PM 5 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

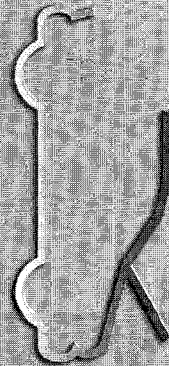
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, 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



BURIEN CHEVROLET, INC.

14400 FIRST AVE SOUTH
BURIEN, WASHINGTON 98168
206-243-5800
206-246-3600 FAX
SERVICE HOURS
MONDAY - FRIDAY 7:00am - 6:00pm
SATURDAY 8:00am - 3:00pm



01ICVCS244472

FRANKLIN C GONION 431 496 12/23/08

93,986 GREEN/

SEATTLE, WA

97/CHEVROLET/MALIBU

1 G 1 N E 5 2 M 1 V

12/22/08

MO: 93986

LABOR & PARTS-----
J# 1 40CVZ WIPERS/WASHERS TECH(S):729 103.00
REPLACE WIPER TRANSMISSION.
REPLACED WIPER TRANSMISSION. CHECKED OPERATION, OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 1 12368681 TRANSMISS 10.159 233.89 233.89
JOB # 1 TOTAL PARTS 233.89
JOB # 1 TOTAL LABOR & PARTS 336.89

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 3 SHOP SUPPLIES (%) 12.36
TOTAL - MISC 12.36

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$380.68 (+TAX)
TOTALS-----

THANK YOU FOR YOUR BUSINESS
OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS
IF YOU HAVE ANY QUESTIONS ABOUT YOUR SERVICE VISIT PLEASE
CALL OUR SERVICE MANAGER SCOTT TOTTON.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR.... 103.00
TOTAL PARTS.... 233.89
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 12.36
TOTAL MISC DISC 0.00
TOTAL TAX..... 31.43
TOTAL INVOICE \$ 380.68

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE PRIOR

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, plus the cost of collection including attorney's fees in the event collection proceedings are required.

Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

BURIEN CHEVROLET, INC. warrants all parts and materials provided for non-warranty repairs under this order against defects in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. BURIEN CHEVROLET, INC. DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. BURIEN CHEVROLET, INC.'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. BURIEN CHEVROLET, INC. DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AND WARRANTY OBLIGATIONS. BURIEN CHEVROLET, INC. WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

PAID
12/23/08

Thank You!

THE ITEM OF SUPPLIES IS ARRIVED AT BY ADDING A CHARGE ON ALL LABOR CHARGES WHICH INCLUDES SUPPLIES AND MATERIALS USED AND NOT COVERED BY PARTS USED. ALSO INCLUDES HAZARDOUS WASTE DISPOSAL.