



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

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	Repository <input type="checkbox"/>
23-FEB-2009	Reference No. 10259672

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	DAVIN	State	WV
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 2-17-09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZH57B484 [REDACTED]	Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased 2-7-2008	Dealer's Name and Telephone Number Thornhill Super Store		Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Chapmanville	State WV	Fuel Type: Gasoline
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain [REDACTED]	Multiple Failure: yes
			Incident Date(s) 21-FEB-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 010000 STEERING Brakes + Steering	Failure Mileage 700	Failure Speed 55
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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).

TL\*THE CONTACT OWNS A 2008 CHEVROLET MALIBU. WHILE DRIVING BETWEEN 55-60 MPH ON NORMAL ROAD CONDITIONS, THE CONTACT HEARD A NOISE WHEN THE BRAKE PEDAL WAS DEPRESSED. THERE WAS A DECREASE IN THE BRAKE LINE PRESSURE AND THE STOPPING DISTANCE INCREASED. IN ADDITION, THE STEERING WHEEL EXHIBITED EXCESSIVE WOBBLING, WHICH MADE STEERING DIFFICULT. THE FAILURES OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING AND THEY STATED THAT THE COMPUTERIZED SYSTEM FAILED. THE TECHNICIAN REPROGRAMMED THE COMPUTERIZED SYSTEM, BUT THE FAILURE RECURRED ON EIGHT SEPARATE OCCASIONS. THE VEHICLE WAS TAKEN TO THE AUTHORIZED DEALER SIX TIMES WITHOUT ANY RESOLUTIONS. THE FAILURE MILEAGE WAS 700 AND CURRENT MILEAGE WAS 16,000.

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 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)**

Brakes Apply Brake sometimes it popping sounds for a few seconds but like you don't apply brakes, feels like brake are locking up feels like you are sliding  
Steering - the steering vibrates sitting still. while driving it starts vibrating  
At 0 to 65 mile hour (most all the times) its a safety issue  
we are afraid to drive the car

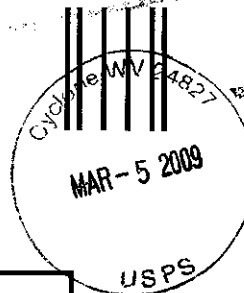
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**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:**

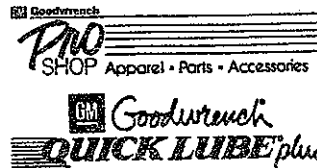
**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



# THORNHILL SUPERSTORE



U.S. 119 - Corridor - G P.O. Box 4454  
 At Trace Fork Road  
 CHAPMANVILLE, W.V. 25508  
 Telephone (304) 855-1400  
 Fax (304) 855-1413



01011PNC5185313

CUSTOMER NO. <b>35578</b>	ADVISOR <b>MICHAEL COOKE</b>	201	TAG NO. <b>W444</b>	INVOICE DATE <b>12/15/08</b>	INVOICE NO. <b>PNC5185313</b>
DAVIN, WV	LABOR RATE	LICENSE NO.	MILEAGE <b>13,139</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>8P0658</b>
	YEAR / MAKE / MODEL <b>08/CHEVROLET/MALIBU/MALIBU 1LT</b>			DELIVERY DATE <b>02/06/08</b>	DELIVERY MILES <b>8</b>
	VEHICLE I.D. NO. <b>1G1Z H57B484</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P. O. NO.		P.O. DATE <b>12/15/08</b>	
BUSINESS PHONE		COMMENTS			

LABOR & PARTS #1 15PNZ STEERING/SUSPENSION HOURS: TECH(S):7 WARRANTY  
 VIBRATION WHILE AT IDLE  
 SOMETIMES HAPPENS WHILE MOVING  
 TEST DROVE VEHICLE  
 NO VIBRATION FELT

JOB # 1 TOTAL LABOR & PARTS 0.00

#2 35PNZ BRAKE WORK HOURS: TECH(S):7 WARRANTY  
 THE BRAKES ARE MAKING A POPPING NOISE WHEN TAKING A SHARP  
 CURVES  
 TEST DROVE VEHICLE-NORMAL  
 ABS SYSTEM IS KICKING IN

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS #7 DOUG  
 TECHNICIAN CERTIFICATION 7 DOUG START 06/23/90

TOTALS		TOTAL LABOR....	0.00
* [ ] CASH	[ ] CHECK NO	TOTAL PARTS....	0.00
* [ ] CHARGE	[ ] CREDIT CARD	TOTAL SUBLET....	0.00
PARTS INDICATED WITH AN * HAVE A LIFETIME GUARANTEE AGAINST FAILURE. PLEASE READ THE BACK OF THIS INVOICE FOR MORE DETAILS.		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>



FOR YOUR CONVENIENCE  
**SERVICE DEPT. HOURS**  
 MON. - FRI. 8:00 a.m. - 6:00 p.m.  
 SAT. 8:00 a.m. - 2:00 p.m.  
**PARTS DEPT. HOURS**  
 MON. - FRI. 8:00 a.m. - 6:00 p.m.  
 SAT. 8:00 a.m. - 2:00 p.m.  
**SALES**  
 MON. - FRI. 8:30 a.m. - 8:00 p.m.  
 SAT. 8:30 a.m. - 5:00 p.m.  
 SUN. 1:00 p.m. - 5:00 p.m.



E-MAIL ADDRESS

CUSTOMER SIGNATURE

# Moore Chevrolet of Gilbert, Inc.

CO8728

44893

\*INVOICE\*

Route 52 South  
Gilbert, WV 25621  
Phone: (304) 664-3211

DAVIN, WV  
HOME [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 6850 RICHARD CLEVINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	08	CHEVROLET MALIBU	1G1ZH57B484 [REDACTED]	[REDACTED]	15642/15645	T8898	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06FEB08 IS		06FEB2011	17:00 06FEB09		64.00	WCH	06FEB09
R.O. OPENED	READY	OPTIONS:					
13:22 06FEB09	14:33 06FEB09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES-STEERING WHEEL "JUMPS" IN YOUR HANDS

CAUSE: E

A PHONED TECHLINE ON ESC & TRACTION CONTROL  
INITIALIZING AT TIMES. REPROGRAMMED EBCM TO  
DE-SENSITIZE ESC AND ABS.  
9910WCH94 0.00

(N/C)

B CUSTOMER STATES- TRACTION CONTROL LIGHT IS ON.

CAUSE: E

A SEE LINE A  
9910WCH94 0.00

(N/C)

C CUSTOMER STATES-RECALL #08102/SERVIVE UPDATE

CAUSE: E

A CHECKED COVERS AS PER RECALL. CORRECT COVERS  
ALREADY INSTALLED  
9910WCH94 0.00

(N/C)

D MULTI POINT INSPECTION

MULTI NO OTHER PROBLEMS FOUND AT THIS TIME.

9910 ISI 0.30

(N/C)

*Customer*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	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.	CUSTOMER SIGNATURE	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00	
		PLEASE PAY THIS AMOUNT	0.00	

# Moore Chevrolet of Gilbert, Inc.

C08728

44993

\*INVOICE\*

Route 52 South  
Gilbert, WV 25621  
Phone: (304) 664-3211

DAVIN, WV [REDACTED]  
HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 6850 RICHARD CLEVINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	08	CHEVROLET MALIBU	1G1ZH57B484 [REDACTED]	[REDACTED]	16548/16554	T8898	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
06FEB08 IS		06FEB2011	17:00 25FEB09		64.00	CASH	25FEB09
R.O. OPENED	READY	OPTIONS:					
08:52 25FEB09	10:34 25FEB09	ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

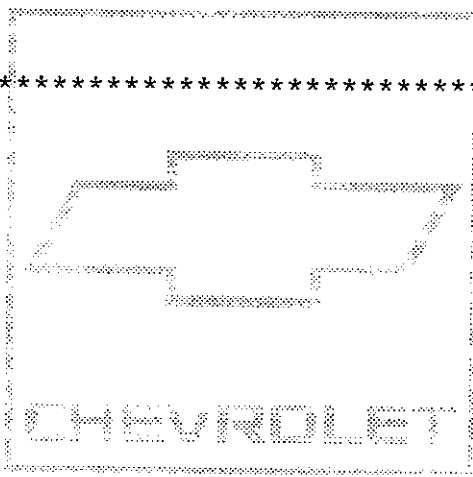
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES-BRAKES NOT WORKING CORRECTLY

CAUSE: E  
A CANNOT DUPLICATE CUSTOMER CONCERN UNDER NORMAL DRIVING CONDITIONS. CUSTOMER TO RETURN TO DEALERSHIP TO DRIVE ANOTHER FOR COMPARISON.  
6269 WHITE, JACKIE LEE LIC#: 6269  
WCH94 0.00

(N/C)

\*\*\*\*\*



*Customer*

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE