



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

Repository ☐

24-JUL-2009

Reference No.
10278248**OWNER INFORMATION (Type or Print)**

Name

Address

City

MINDEN

State

LA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1G1ZS58F07

Make

CHEVROLET

Model

MALIBU

Model Year

2007

Date Purchased

7/19/07

Dealer's Name and Telephone Number

RYAN'S CHEVROLET 318 387 2223

Original Owner

☒

Dealer's City

MONROE

State

CA

Zip Code

71207

Engine:

No: Cylinders

4

Fuel Type:

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

17-JUL-2009

☒ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

61000

Failure Speed

0

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:

Vehicle 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

Fire

☐ Yes ☒ No☐ 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; parts repaired or replaced (and if old part is available).

THE CONTACT OWNS A 2007 CHEVROLET MALIBU. IN 2008, THE CONTACT HEARD A CLUNKING NOISE WHENEVER SHE TURNED THE VEHICLE LEFT OR RIGHT. THE VEHICLE WAS TAKEN IN FOR SERVICE AND THE STRUT WAS REPLACED. THE NOISE RETURNED AND THE CONTACT TOOK THE VEHICLE BACK TO THE REPAIR SHOP. SHE WAS INFORMED THAT THE FAILURE WAS NOT THAT SEVERE TO HAVE TO REPLACE THE STRUT AGAIN. CURRENTLY, THE NOISE STILL PERSISTS OCCASIONALLY. THE FAILURE MILEAGE WAS 61,000.

It has gotten to be MORE OFTEN NOW. AND It is Really UNPROFESSIONAL quality of NOISE It makes; lately it feel like sometime it clunk under where my FEET when turning, like come from where steering wheel is located And sometimes the right side OR even the left MAN it makes wonder something if it is SAFE.

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.

you may get And work order from Ryan's that is the only place I have had service Done

Can I called they have me

My CASE #

Customer Number: 136991

Invoice No: 434537

INVOICE

PAGE 1

P.O. BOX 2335
1101 OLIVER ROAD
MONROE, LOUISIANA 71207
(318) 387-2223
FAX (318) 388-1402
www.ryanautomotive.com

Ryan
AUTO GROUP

CHEVROLET · ISUZU TRUCK · MITSUBISHI · SATURN · CADILLAC

MINDEN, LA

Home:

Bus:

Cell:

Email:

SERVICE ADVISOR: 598 ELIZABETH LOWERY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
78U	07	CHEVROLET MALIBU	1G1ZS58F0 7F		42272/ 42272	25	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
19JUL07			17:30 03DEC08		VARI	CASH	03DEC08
R.O. OPENED	READY	OPTIONS: STK:25466 ENG:L61/ECOTEC 2.2L DOHC 16V 4-CYLINDER_MFI TRN:MN5/ELECTRONIC_4-SPEED_AUTOMATIC_W/OD					
13:01 03DEC08	14:10 03DEC08						

LINE OPCODE TECH TYPE HOURS

LIST

NET

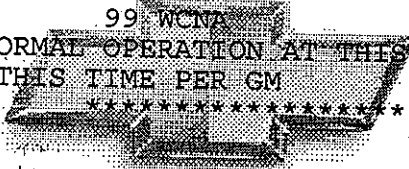
TOTAL

A C/S CK CLUNK NOISE IN STEERING WHEN TURNING FROM A STOP
N/C NO CHARGE

99 WCNA

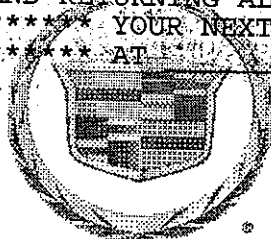
42272 NORMAL OPERATION AT THIS TIME-NO ADDITIONAL REPAIRS FOR THIS VEH AT THIS TIME PER GM

(N/C)

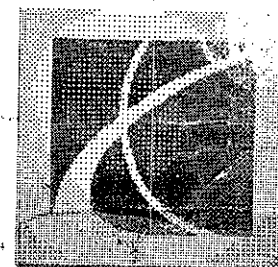
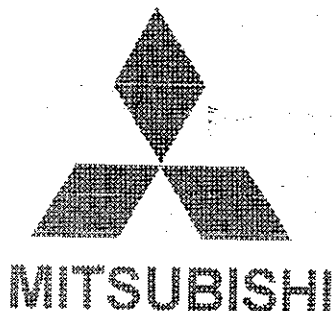


CHEVROLET

WE ARE COMMITTED TO "FIXING IT RIGHT THE FIRST TIME" AND THAT YOU ARE COMPLETELY SATISFIED WITH YOUR OVERALL SERVICE EXPERIENCE." WE WOULD APPRECIATE YOUR FILLING OUT AND RETURNING ALL SURVEYS YOU RECEIVE.
***** YOUR NEXT SCHEDULED SERVICE IS *****
***** AT ***** MILES ***** THANK YOU.



Cadillac



SATURN

THERE'S A REASON EVERYBODY'S BUYIN' RYAN

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

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.

SHOP CHARGES

Shop charges represent an additional charge for miscellaneous overhead items such as rags, bolts, screws, fasteners, cleaning supplies, etc. This charge is allocated on a pro-rata basis even though some or all of these items may not have been used on your vehicle.

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

STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

- ** MECHANICAL ***
- 2.2L 4 CYLINDER DOHC ENGINE
- 4-SPEED / AUTO TRANSMISSION
- 4-WHEEL INDEPENDENT SUSPENSION
- BRAKES, FRONT DISC, REARDRUM
- *** SAFETY & SECURITY ***
- AIR BAGS, DUAL FRONTAL, PASSENGER SENSING SYSTEM; HEAD CURTAIN SIDE AIR BAGS, FRONT OUTBOARD REAR
- THEFT DETERRENT SYSTEM
- DAYTIME RUNNING LAMPS
- AUTOMATIC HEADLAMP CONTROL
- RR CHILD SEAT LATCH SYSTEM
- BATTERY RUNDOWN PROTECTION
- EMERGENCY TRUNK RELEASE HNDL
- *** EXTERIOR ***
- 15" WHEELS W/ BOLT-ON COVERS
- TOURING TIRES P205/65R15

- POWER OUTSIDE MIRRORS
- INTERMITTENT WIPERS
- *** INTERIOR ***
- AIR CONDITIONING
- POWER DOOR LOCKS
- PWR WINDOWS W/ DRVR EXP DOWN
- POWER TRUNK RELEASE
- VAR. ASSIST TILT/TELESCOPIC STEERING WHEEL
- CRUISE CNTRL & KEYLESS ENTRY
- AM/FM STEREO, CD PLAYER 4 SPEAKERS
- DRIVER SEAT POWER HEIGHT ADJ
- REAR SEAT, SPLIT FOLDING
- REAR WINDOW DEFROSTER
- DRIVER INFORMATION SYSTEM

OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE \$17,215.00

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

FLOOR MATS 8
FRONT LICENSE PLATE BRACKET

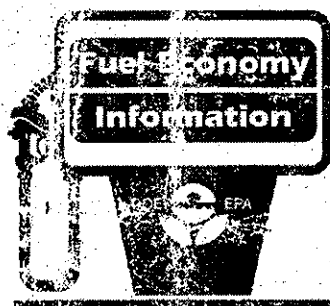
TOTAL OPTIONS \$8
TOTAL VEHICLE & OPTIONS \$17,29
DESTINATION CHARGE 65

TOTAL VEHICLE PRICE* \$17,945.00

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

24



HIGHWAY MPG

34

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

20 AND 28 MPG IN THE CITY AND BETWEEN 28 AND 40 MPG ON THE HIGHWAY.

2007 MALIBU
2.2 LITER I4 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPEED TRANSMISSION
CATALYST, FUEL BACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1,419

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

MID-SIZE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

10 AND 60 MPG CITY AND 16 AND 51 MPG HIGHWAY.

GOVERNMENT SAFETY RATINGS

Frontal
Crash

Driver
Passenger

★★★★★
★★★★★

Star ratings based on the risk of injury in a frontal impact. Frontal ratings should ONLY be compared to other vehicles of similar size.

Side
Crash

Front seat
Rear seat

Not Rated
Not Rated

Star ratings based on the risk of injury in a side impact.

Rollover

★★★★

Star ratings based on the risk of rollover in a single vehicle crash.

Star rating range from 1 to 5 stars (★★★★★); with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA)

www.safercar.gov or 1-888-327-4236

SMOG INDEX

CLEANER

(0.49) THIS VEHICLE

(0.40) AVERAGE NEW VEHICLE

MORE POLL