

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 JUL 10 2010 29-JUL-2010	Repository ☐ Reference No. 10346162
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City	GALION	State	OH	Zip Code	[REDACTED]
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 1G1ZS51FX6F [REDACTED]			Make CHEVROLET	Model MALIBU	Model Year 2006
Date Purchased JULY 30, 2009	Dealer's Name and Telephone Number JOYCE BUICK MANASSAS, OHIO (419) 529-3211		Engine: 2.2 LITER No: Cylinders 4		Fuel Type: GASOLINE
Original Owner ☐	Dealer's City MANASSAS OHIO		State OHIO	Zip Code 44833	
Transmission Type AUTOMATIC (AUTOMATIC)	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: SINGLE FAULT, MULTIPLE INCIDENTS		Incident Date(s) 06-JUL-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 51000	Failure Speed 25 - 55
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: DOTMAL9ABC036)		☐ 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	Number of Deaths	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 2006 CHEVROLET MALIBU. THE CONTACT STATED THE STEERING WHEEL WOULD INTERMITTENTLY LOCK WHILE ATTEMPTING A TURN. THE CONTACT WOULD SHUT OFF THE VEHICLE AND WHEN RESTARTING, THE POWER STEERING WOULD RESET ITSELF. THE DEALER PERFORMED A DIAGNOSTIC TEST AND ADVISED THAT THE STEERING WHEEL TORQUE INPUT SENSOR WOULD NEED TO BE REPLACED. THERE WAS NOT A RECALL FOR THE FAILURE. THE MANUFACTURER ADVISED THAT THEY WOULD SPEAK TO THE DEALER TO DETERMINE WHO WOULD BE LIABLE FOR THE REPAIRS. THE CONTACT WAS HELD LIABLE FOR THE REPAIRS. THE FAILURE AND CURRENT MILEAGES WERE 51,000.					
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)

WHILE DRIVING, CAR WOULD SUDDENLY LOSE POWER STEERING AND PULL TO LEFT INTO ONCOMING TRAFFIC. THIS HAPPENED AT LOW SPEED (25-35 MPH) AND HIGH SPEED (55 MPH). THIS HAPPENED UNDER VARIOUS DRIVING CONDITIONS AND NO CONDITION(S) COULD BE IDENTIFIED AS CAUSING THE FAILURE, (I.E. FULL TURN TO LEFT, FULL TURN TO RIGHT, ETC.), VERY RECENT 50,000 MILE MAINTENANCE CHECK BY JOYCE BUICK REPORTED ALL SYSTEMS GOOD, NO REPAIRS NECESSARY, AND TIRES IN GOOD CONDITION. SIMILAR MODELS (PONTIAC, BUICK) HAVE BEEN RECALLED FOR SIMILAR PROBLEM, BUT NOT CHEVROLET.

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





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

SALES DRAFT

JOYCE BUICK INC
HANSFIELD, OH 44906

NSFIELD



SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday

07/12/10 05001023501 09:16:01A

ACCOUNT NUMBER EXP TOTAL
XXXXXXXXXX \$106.75

SEC# 000799 TRAN TYPE PDC AUTH# 473168

CUSTOMER COPY

FOR SPECIAL PROMOTIONAL OFFERS
PLEASE REFER TO THE FINANCE PLAN
TERMS PROVIDED BY THE MERCHANT

R/O Open Date	R/O Number
7/12/10	6002147/1
R/O Close Date	Status
7/12/10	Pre-Invoice
Mileage In	Mileage Out
53133	53135
Service Advisor Tag #	
Derek Marlow/*W*	
Vehicle Identification Number	
1G1ZS51FX6E	
Delivery Date	In-Service Date
7/30/09	
Color	License Number
RED	

104	Work Phone	
	Home Phone	
Model	body	
MALIBU LS	4D SEDAN	

LIKE P/S IS INOP. IF SHE TURNS ENGINE OFF AND THEN
RESTARTS GOES BACK TO NORMAL. NO WARNING LIGHTS

Caused by

TECH SCANNED COMPLETED SYSTEM FOR CODES TEST

DROVE VEHICLE AND INSPECTED

TECH FOUND A HISTORY CODE OF

C0545 STEERING WHEEL TORQUE INPUT SENSOR

DURING TEST DRIVE TECH COULD NOT DUPLICATE

CUSTOMER CONCERN OR VEHICLE DID NOT ACT UP

TECH NOTED THAT THE PROBLEM IS NOT CURRENTLY

PRESENT BUT DID STORE A HISTORY CODE

Work performed by Daniel Long (11)

TECH WOULD HAVE TO REPLACE POWER STEERING MODULE

AND MOTOR AS WELL AS STEERING COLUMN TO CORRECT

PROBLEM (C0545) COST OF REPAIR (PARTS, LABOR, AND

TAX) \$1160.00

Sub Total: 100.00

Sub Total: .00

* OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED, NOT *
* JUST SATISFIED! *

PAID JUL 12 2010

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	100.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID.	6.75
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	106.75

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

MANSFIELD

venue West
Mansfield, OH 44906
(419) 529-3211
Fax (419) 529-2813
www.joycechoice.com



SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
7/12/10	6002147/:
R/O Close Date	Status
7/12/10	Pre-Invoice
Mileage In	Mileage Out
53133	53135
Service Advisor / Tag #	
Derek Marlow/*W*	
Vehicle Identification Number	
1G1ZS51FX6F	
Delivery Date	In-Service Date
7/30/09	
Color	License Number
RED	

GALION, OH

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - DIAG: GENERAL DIAGNOSIS
C/S INTERM. WHILE DRIVING, HEARS THE CHIME SOUND 3
TIMES AND THEN NOTICES VEHICLE SEEMS TO PULL TO
THE LEFT AND SUDDENLY STEERING BECOMES VERY HARD
LIKE P/S IS INOP. IF SHE TURNS ENGINE OFF AND THEN
RESTARTS GOES BACK TO NORMAL. NO WARNING LIGHTS

Caused by

TECH SCANNED COMPLETED SYSTEM FOR CODES TEST
DROVE VEHICLE AND INSPECTED
TECH FOUND A HISTORY CODE OF
C0545 STEERING WHEEL TORQUE INPUT SENSOR
DURING TEST DRIVE TECH COULD NOT DUPLICATE
CUSTOMER CONCERN OR VEHICLE DID NOT ACT UP
TECH NOTED THAT THE PROBLEM IS NOT CURRENTLY
PRESENT BUT DID STORE A HISTORY CODE

Work performed by Daniel Long (11)
TECH WOULD HAVE TO REPLACE POWER STEERING MODULE
AND MOTOR AS WELL AS STEERING COLUMN TO CORRECT
PROBLEM (C0545) COST OF REPAIR (PARTS, LABOR, AND
TAX) \$1160.00

Sub Total: 100.00

Sub Total: .00

100.00

* OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED, NOT *
* JUST SATISFIED! *

PAID JUL 12 2010

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller either assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	100.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	6.75
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	106.75

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Home Phone #	R/O Open Date	R/O Number
	7/12/10	6002147
Work Phone	Time Received	Time Promised
	8:04	Waiting
Key Tag #	Current Mileage	Mileage Out
	53133	
Body	Engine Code	Service Advisor
4D SEDAN	2.2L L4MFI	Derek Marl
License Number	Delivery Date	In-Service Date
EXA1054	7/30/09	

ON THE HIGHWAY DRIVING, HEARS THE CHIME SOUND 3 TIMES AND WHEN NOTICES VEHICLE SEEMS TO PULL TO THE "LEFT" AND SUDDENLY STEERING BECOMES VERY HARD LONG ENOUGH TO STOP. IF SHE TURNS ENGINE OFF AND THEN RESTARTS, STEERING GOES BACK TO NORMAL. NO WARNING LIGHTS

החלטתו

History code COS45

Original Estimate: 1.00 100.00

Has Rewards
Card
3454-8166-0000-1047

WAITING

Possible Align -

20876912 5-25805874 455⁰⁰
steering module + motor - all

steering column - SH

60545 STEER WHEEL TORQ INPUT SENSOR

TERMS: 30 DAYS 10/10/13 LESS ARRANGEMENTS MADE

It may be required that the contractor shall provide the necessary material and agree that you shall not be held responsible in case of fire, theft, or any other loss or damage to the property of parts or delays in parts delivery. The contractor shall also give you a written permission to operate the vehicle under test conditions for testing and/or inspection. An express statement shall be made by the contractor that the contractor is aware of the effects of "spare parts."

DEPT. OF COMMERCE

Any and all other terms, conditions, warranties, and representations made by the manufacturer. The seller hereby expressly disclaims all liability for any and all such claims, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume a duty to the buyer in connection with this sale of such products. Any limitation contained herein shall apply to the entire sale.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: X

ESTIMATE (1)	\$	DATE	TIME	BY
ESTIMATE (2)	\$			
ESTIMATE (3)	\$			

1. I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF

100.00

CRAIG SMITH AUTO GROUP

7459 State Route 309 P.O. Box 850
Galion, Ohio 44833
Phone: (419) 462-1746
Fax: (419) 462-1653

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday and Sunday

R/O Open Date	R/O Number
8/04/10	6035619/1
R/O Close Date	Status
8/05/10	Final
Mileage In	Mileage Out
53918	53923
Service Advisor / Tag #	
MCENDREE, HARRY/0032*W*	
Vehicle Identification Number	
1G1ZS51FX6F	
Delivery Date	In-Service Date
Color	License Number

Work Phone
GALION, OH

Year	Make	Model	Body
2006	CHEVROLET	MALIBU	SEDAN LS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#2 - Customer Reports: INTERMITTANT WHILE DRIVING HEARS CHIME SOUND 3 TIMES AND THEN VEHICLE SEEMS TO PULL LEFT AND SUDDENLY STEERING BECOMES VERY HARD. AS IF POWER STEERING QUILTS IF RESTARTS GOES BACK TO NORMAL. NO LITES Caused by DAIGNOSTIC SCAN TEST FOUND FAILURE CODE C0545. INTERMITTANT LOSS OF SIGNAL BETWEEN STEERING TORQUE SENSOR, WHICH IS A PART OF THE STEERING COLUMN AND ELECTRIC POWER STEERING MOTOR Work performed by PATTERSON, JIM (488) Installed 25805894 :MOTOR (06605-PC) 1@278.07 Installed 25933396 :COLUMN (06518-PC) 1@329.00 REPLACE STEERING COLUMN AND ELECTRIC POWER STEERING MOTOR/MODULE 12 MONTH OR 12000 MILE WARRANTY, WHICH EVER COMES FIRST Sub Total: 1051.60	444.53 278.07 329.00

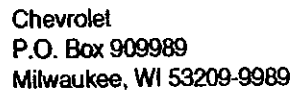
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	444.53
PARTS	607.07
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	73.68
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1126.28
Check 883	1126.28

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



10183 1G1ZS51E-X6E 13 0009126

GALION, OH

Dear

As the owner of a 2006 model year Chevrolet Malibu, equipped with electric power steering, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2006 model year Chevrolet Malibu vehicles equipped with electric power steering may have a condition where there is a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the loss of power steering assist caused by electrical input signals within the steering column assembly. If this condition occurs on your 2006 Chevrolet Malibu within 10 years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

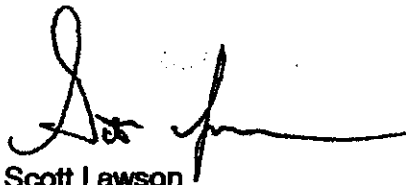
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by August 31, 2011.



If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.



Scott Lawson
Director,
Customer and Relationship Services

Enclosure
10183



Customer Reimbursement Procedure

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt of all required documents.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll free telephone number provided at the bottom of the form. If you have any questions or need assistance with any other concern, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



Customer Reimbursement Claim Form**This section to be completed by Claimant**

Date Claim Submitted: 8-15-10

17-Character Vehicle Identification Number (VIN): 1G1ZS54FX61
1G1ZS54FX61

Current Mileage of Vehicle: 53,923

Mileage at Time of Repair: 53,918 Date of Repair: 8-5-10

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: GALION State: OHIO Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 1126.28

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

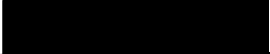
Reimbursement questions should be directed to the following number:
1-800-204-0261

Cleared Check Image

Zoom In

Zoom Out

Zoom Reset

 GALION, OH		883 03-74072412
		Date <u>8-5-10</u>
PAY TO THE ORDER OF <u>CRAIG SMITH AUTO GROUP</u>	\$ <u>1126.28</u>	
<u>One thousand one hundred twenty six and</u>		<u>28</u> / <u>100</u> Dollars
 FIRELANDS FEDERAL CREDIT UNION Gallia, Newark, Galena, Dayton, OH		
For <u>2006 HONDA STERING RAMP</u>		

BOFD >044102362<
 The Park National Bank
 RTC SURFSIDE MOTORS
 2010-08-06 110820803

FOR DEPOSIT ONLY
 CRAIG SMITH AUTO GROUP &
 RV CENTER

OK



August 26, 2010

[REDACTED]
Galion, OH [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently about the notice you received for your 2006 Chevrolet Malibu. We apologize for any inconvenience you may have experienced as a result of this action.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and are happy to inform you that you are being reimbursed for the full amount of the repair associated with the field action. We have enclosed a check in the amount of \$1,126.28. Please note that this reimbursement does not include any additional reimbursement requests not associated with the prescribed repair (e.g. maintenance items, wear-and-tear items, etc).

If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to ensure all necessary steps have been taken to repair your vehicle.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-862040209

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

NDOR
NS NO. BB 000000148

1

NDOR NAME

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT
DATE

08/27/10

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
31ZS51FX6F	08/26/10 71-862040209	VH 1-E9DLLX 1-E9DLLX	00.0000	1,126.28	.00	1,126.28
TOTAL				1,126.28	.00	1,126.28

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

GALION, OHIO



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVE. SE
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