



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  
FEB 11 2011  
23-AUG-2010

Repository   
Reference No.  
10351338

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City SPRINGFIELD State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [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: 1G1ZU54824F [REDACTED]  
Make: CHEVROLET Model: MALIBU Model Year: 2004  
Date Purchased: 5/8/2004 Dealer's Name and Telephone Number: Maurye Automotive 800-295-5590 Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: Aurora State: MO Zip Code: 65605  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 05-AUG-2010  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage: 87000 Failure Speed: 10

**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 Failure Location:  
 Prior Repair  
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 2004 CHEVROLET MALIBU. WHILE TRAVELING 10 MPH AND ATTEMPTING A RIGHT TURN, THE STEERING WHEEL SUDDENLY BECAME STIFF AND IMPOSSIBLE TO MOVE. THE VEHICLE WAS NEITHER DIAGNOSED NOR REPAIRED FOR THE FAILURE. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGE WAS 87,000.

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 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.

To Whom It May Concern

My name is [REDACTED] and we purchased the vehicle back in 2004 and we have had trouble ever since I took it back to the dealer several times for it to get worked on we never received a carfax because if we would of we would of never purchased the vehicle. I am enclosing several papers for you to please look over, all I would like is for my vehicle fixed completely and safe to drive. I am afraid to drive it when I have my grand daughters in the car, but it is the only vehicle I have. If you have any questions please call me [REDACTED]

Thank You  
[REDACTED]

1473 ~~227310~~

069301

# GM RESALE DISCLOSURE NOTICE OF NONCONFORMITY

## PART I: To be completed upon acceptance of the returned vehicle and transfer to the auction.

THIS USED VEHICLE:

YEAR/MAKE: 2004 Chevrolet MODEL: malibu

VIN: 1G1E05482H1 [REDACTED] MILEAGE: 110000  
(17 characters)

PRIOR TITLE NUMBER: [REDACTED] STATE: MS

This vehicle was repurchased from the previous owner or lessee by General Motors on 2-25-04 in the state of MS. The repurchase was based on the following alleged or determined defect(s) or condition(s):  
Electrical concerns causing the vehicle to stall intermittently.

- This vehicle was repurchased as a result of a:
- Voluntary settlement of a state-run arbitration or court proceeding
  - Voluntary settlement of the GM alternative dispute resolution program
  - Decision of a state-run arbitration or court proceeding
  - Decision of the GM alternative dispute resolution program
  - Voluntary mediated customer satisfaction repurchase

THIS VEHICLE WAS SENT TO A GM-SPONSORED AUCTION ON: 2-27-04 Date

Adesa New Jersey Name of Auction (please print) Memphis City MS State

LSA/ASJA GM Representative (please print) [Signature] Signature 2-25-04 Date

## PART II: To be completed by GM Dealer upon sale or lease to the next retail consumer.

**DEALER REQUIREMENTS:** If this vehicle is received with a branded title, you may be required to brand the title again if sold in a different state. You may also need to send a completed copy of this form to the state or comply with additional state laws. If you need different forms or have questions, please contact the Business Resource Center for the model being sold.

Manor Automotive GM Dealership Name (please print) 111434 BAC Code

PO Box 259 Address Memphis City MS State 65605 ZIP Code

2697 Mileage at Time of Sale (please omit tenths) [Signature] Date of Sale 5-8-04

[Signature] Dealership Representative Name (and Title) (please print) [Signature] Signature 5-8-04 Date

The signature of the GM Dealership representative constitutes agreement that the disclosure information on this form will be made to the next retail consumer prior to the sale or lease of this vehicle in the state where such transaction occurs. This vehicle has been inspected and/or repaired as necessary. From the date of delivery of this motor vehicle to the next retail consumer, the remainder of the manufacturer's original warranty will apply. In no case shall the warranty be less than 12 months or 12,000 miles (unlimited miles in California), whichever comes first. Please see the **GM Limited Warranty for Repurchased Vehicles** booklet for details. This warranty will also extend to any component not otherwise covered that was the cause of the repurchase of this vehicle.

I read, or had read to me, the terms of this disclosure before I purchased or leased this vehicle.

Consumer Name (please print) [REDACTED]

*All that was disclosed was electrical concerns causing vehicle to stall intermittently.*



Detailed History

Glossary

Date:	Mileage:	Source:	Comments:
02/20/2004	1,675	New Jersey Motor Vehicle Dept. Saginaw, MI Title # [REDACTED]	New owner reported <b>MANUFACTURER BUYBACK OR LEMON REPORTED</b>
04/14/2004		Dealer Inventory Kansas	Vehicle sold
05/07/2004	2,686	Mayse Automotive Group Inc. Aurora, MO 417-678-2118 www.mayseautomotive.com	State safety inspection completed Manufacturer's recommended maintenance performed
05/08/2004		Dealer Inventory Missouri	Vehicle sold
05/08/2004		Missouri Motor Vehicle Dept. Springfield, MO	Registered as personal vehicle
06/23/2004	2,691	Missouri Motor Vehicle Dept. Springfield, MO Title # [REDACTED]	Title issued or updated Title or registration issued New owner reported Loan or lien reported
06/30/2004	3,044	Mayse Automotive Group Inc. Aurora, MO 417-678-2118 www.mayseautomotive.com	Fuel injector replaced
10/01/2004		Mayse Automotive Group Inc. Aurora, MO 417-678-2118 www.mayseautomotive.com	Camshaft position sensor replaced
10/02/2006		Missouri Motor Vehicle Dept. Springfield, MO Title # [REDACTED]	Title or registration issued Loan or lien reported
08/13/2008		Missouri Motor Vehicle Dept. Springfield, MO Title # [REDACTED]	Title or registration issued Loan or lien reported
08/02/2010		Missouri Motor Vehicle Dept.	Title or registration issued Loan or lien reported

**CARFAX History Impact™**

Accidents, service records, number of owners and many other history factors can impact a vehicle's value. The CARFAX History Impact is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX impacts the value of a particular vehicle. The vehicle's retail book value plus the CARFAX History Impact will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**Manufacturer Buyback or Lemon**

A DMV or a state agency marks an official document or issues a Manufacturer Buyback/Lemon title when a vehicle has been repurchased by the manufacturer. Not all states issue manufacturer buyback titles and the specific requirements for a lemon law vehicle vary by state.

**New Owner Reported**

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

**Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.

11/8/10 8:08:57 PM (EST)

YEAR	VEHICLE ID NUMBER	KIND OF VEHICLE	BODY STYLE	FUEL TYPE	ODOMETER	HORSEPOWER
CHEV	2004 1G1ZU54824F	PASSENGER	SEDAN	GASOLINE	56510	32
TITLE NUMBER	PURCHASE DATE					
	05/08/2004					

**REGISTRATION INFORMATION**

CURRENT REGISTRATION TYPE	CURRENT NUMBER	EXPIRATION
PLATE STANDARD PASSENGER NON-VANPOOL		07/2010

**ISSUED INVENTORY INFORMATION**

INVENTORY TYPE	INVENTORY NUMBER
PASSENGER/RV JULY SET TABS - 2010	P4504979

**FEE INFORMATION**

DESCRIPTION - CODE	AMOUNT
REGISTRATION FEE / PASSENGER - 0001	\$48.50
LATE RENEWAL PENALTY / LATE RENEWAL PENALTY@5.00 - 0573	\$5.00
AGENT FEE / AGENT FEE - 0708	\$7.00
PLATE RE-ISSUANCE FEE / EMBOSS PLATE REISSUANCE FEE - 0709	\$2.78
<b>TOTAL PAID:</b>	<b>\$63.28</b>

You must present your insurance card (a copy is acceptable) or other acceptable proof of financial responsibility. Any false statement in this receipt is a violation of the law and may be punished by fine or imprisonment or both.

**SIGNATURE STATEMENT**

I hereby certify that the statement(s) herein are true to the best of my knowledge. I also certify that I have and will maintain, during the period of registration, financial responsibility with respect to each motor vehicle that I own, license or operate on the streets or highways.

**SIGNATURE:** X \_\_\_\_\_

NOTE: The Missouri Department of Revenue may electronically resubmit checks returned for insufficient or uncollected funds. Other restrictions may apply.

**FOR OFFICE USE ONLY**

PREVIOUS NUMBER	EXPIRATION DATE	VERIFICATION
	07/2008	Safety Inspection: Verified Financial Responsibility: Verified Personal Property Tax: Verified 2007 Personal Property Tax: Verified 2006

GLENSTONE  
181005  
DF2679  
WORKSTATION 7

Missouri Department of Revenue  
PO Box 100  
Jefferson City, MO 65105-0100  
(73) 751-4509  
www.mor.mo.gov/mvdi



034  
08/08/2008

Part Number	Description	Qty/ Vehicle
88967179	Column Kit, Strg	1 (if req'd)

#### Parts Information

Parts required to complete this program are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering requirements. Normal orders should be placed on a DRO = Daily Replenishment order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

#### Courtesy Transportation

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### Claim Information

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours
Inspect Steering Column - No Further Action Req'd	N/A	N/A	N/A	MA-96	VI184	0.2
Inspect & Replace Steering Column	1	--	*	MA-96	VI185	1.1
Add: Adjustable Pedals						0.2
Courtesy Transportation	N/A	N/A	N/A	MA-96	**	N/A
* -- The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus applicable Mark-Up for the steering column needed to complete the repair.						
** -- Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.						
Note: Canadian dealers should refer to the Canadian distribution of the bulletin for detailed claim information.						
Refer to the General Motors WINS Claim Processing Manual for details on Product Recall Claim Submission.						

Submit a Product Program Claim with the information shown.

#### Customer Notification

General Motors will notify customers of this program on their vehicle (see copy of customer letter shown in this bulletin).

#### Dealer Program Responsibility

All unsold new vehicles in dealers' possession and subject to this program MUST be held and inspected/repaired per the service procedure of this program bulletin BEFORE customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2006.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions

contained in this bulletin. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service prior to January 31, 2006, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

Disclaimer

1. Brandon - no help  
2. Jeff - helpful

Special

open recalls

### Steering Column: Recalls Campaign - Power Steering Assist

Customer Satisfaction - Power Steering Assist # 04050A - (Dec 15, 2004)

Models:  
2004 Chevrolet Malibu, Malibu Maxx

THE FIRST INSPECTION PROCEDURE IN THIS BULLETIN HAS BEEN REVISED. PLEASE REVIEW IT BEFORE INSPECTING VEHICLES.

DUE TO PART AVAILABILITY, THIS PROGRAM IS BEING ADMINISTERED IN PHASES. AS PARTS BECOME AVAILABLE, ADDITIONAL CUSTOMER LETTERS WILL BE MAILED AND YOU WILL BE NOTIFIED.

PLEASE DISCARD ALL COPIES OF THE ORIGINAL BULLETIN 04050.

THIS RECALL IS IN EFFECT UNTIL JANUARY 31, 2006

3655  
South Campbell used  
Kyle

#### Condition

General Motors has decided that certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles may have been built with a steering column sensor that can wear unevenly and produce an erratic electrical signal. When the system software detects that erratic signal, power steering assist is lost. That signal is more likely to occur when the steering wheel is turned slowly.

If this occurs, the driver will hear a chime, the Service Vehicle Soon light will illuminate, and the Driver Information Center will display "Power Steering." Steering control is still maintained, although more effort is required at low speeds. The next time the vehicle is started, the power steering assist usually returns to normal and the lights in the instrument panel will be turned off but loss of assist can occur again until repairs are made.

This program will expire on January 31, 2006.

#### Correction

mi 87771

Dealers are to inspect the steering column, and if necessary, replace it.

#### Vehicles Involved

VIN # 1G1ZU54824F

Year	Division	Model	From	Through
2004	Chevrolet	Malibu	4F [redacted]	4F [redacted]
2004	Chevrolet	Malibu Maxx	4F [redacted]	4F [redacted]

Involved are certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles built within the VIN breakpoints shown.

#### Important:

Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

#### For US

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned will not have a report available in GM DealerWorld.

#### For Canada

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned will not receive a Campaign Initiation Detail Report.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

## DISCLOSURE OF DEALER'S INFORMATION PRIOR USE OF VEHICLE

Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_  
 Odometer \_\_\_\_\_  
 Vin: \_\_\_\_\_ Reading \_\_\_\_\_ Stock No.: \_\_\_\_\_

Various terms are used in the automobile industry to describe prior use of vehicles. This disclosure is made by Dealer to inform Purchaser as to Dealer's understanding of the terms used to describe this vehicle. The vehicle which Purchaser is purchasing has been described using some or all of the terms adjacent to Purchaser's signature. Dealer has not described this vehicle using any of the terms defined below, other than those adjacent to purchaser's signature.

1.a. \_\_\_\_\_  **Company Vehicle/Executive Vehicle/Factory Executive Vehicle**  
 A vehicle which was used by the manufacturer, its subsidiary or an employee of the manufacturer or subsidiary for commercial or personal use, testing and/or demonstration, which was purchased by Dealer directly from the manufacturer or the manufacturer's subsidiary or through the manufacturer's auction.  
 b. \_\_\_\_\_  
 PURCHASER(S)  
 \_\_\_\_\_  
 DEALER  **Demonstrator** - A vehicle which has not been sold or leased to a member of the public, which has been used by Dealer or Dealer's employees for demonstrating performance ability.

2.a. \_\_\_\_\_  **Program Vehicle/Factory Repurchase Vehicle** - A unit sold by the manufacturer to a rental or fleet company and then repurchased by the manufacturer from the rental company under one of several defined programs. Dealer purchased the vehicle at the manufacturer's auction. **This vehicle was previously used as a rental vehicle.** Dealer is selling this car as a **USED** car only.  
 b. \_\_\_\_\_  
 PURCHASER(S)  
 \_\_\_\_\_  
 DEALER

3.a. \_\_\_\_\_  **Rental Car/Off Lease** - Dealer purchased this vehicle directly from a rental company, such as Budget Rent-A-Car. **This vehicle was previously used as a rental vehicle.** Dealer is selling this car as a **USED** car only.  
 b. \_\_\_\_\_  
 PURCHASER(S)  
 \_\_\_\_\_  
 DEALER

4. \_\_\_\_\_  **Wholesale Vehicle** - Dealer purchased this vehicle from another dealer or at a dealer only auction. Dealer makes no representation or guarantee as to the specific prior use of the vehicle. Dealer is selling this car as a **USED** car only.  
 b. \_\_\_\_\_  
 PURCHASER(S)  
 \_\_\_\_\_  
 DEALER  **Other Vehicle** (Describe: e.g. Police, Fire, taxi, drivers' ed., private vehicle)  
**This vehicle was previously used as a \_\_\_\_\_ car.**  
 Dealer is selling this car as a **USED** car only.

I certify that I have read this disclosure and that the terms adjacent to my above signature were the only terms used by dealer to describe the vehicle which I am purchasing.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, Yr. \_\_\_\_\_

\_\_\_\_\_  
 PURCHASER(S)

I certify that I have reviewed this disclosure and delivered a copy of the disclosure to Purchaser.

SALESMAN

Dated: \_\_\_\_\_

SALES MANAGER

Dated: \_\_\_\_\_



330 E Kearney  
Springfield, MO 65803  
(417)864-8985

Invoice Date: 02-02-08  
Estimate ID: 002862  
Invoice Code: 22371H22729P2006

"Each Shop Individually Owned and Operated"  
www.meineke.com

**SOLD TO:**

SPRINGFIELD, 65

S  
O  
L  
D  
T  
O

Vehicle: 2004 CHEVROLET MALIBU      Odometer: 0      Tag: 65 XXXXXX      Vin:      Tech: 001      Writer: 001      Ad Lead: WALK IN

Quantity	Item	Description	Warranty	MAP	A/D	Unit Price	Total
<b>BRAKES</b>							
1.00	DG727	F PREMIUM PADS	Lifetime	A	A	79.95	79.95
1.00	MKD1033	R SEMI METALLIC PADS	Lifetime	A	A	59.95	59.95
1.00	LABOR	SHOP LABOR		A	A	65.00	65.00
4.00	RESURFACE	RESURFACE ROTOR TO MANUF SPEC (IF APPLICABLE). 7.95 PER ROTOR		A	A	7.95	31.80
						<b>Job Total:</b>	<b><u>236.70</u></b>
<b>VIS&amp;SAFETY</b>							
1.00	3157	MINI BULB	90 Days	A	A	1.05	1.05
						<b>Job Total:</b>	<b><u>1.05</u></b>
	MEMO	BRAKE SYSTEM INSPECTION					
	MEMO	TURN SIGNAL BULB					
						<b>Job Total:</b>	<b><u>0.00</u></b>

We want to thank you for your patronage. At MEINEKE, your satisfaction is very important to us.

Missouri Motor Vehicle Inspection APPROVAL NOTICE				
***SEE INFORMATION ON REVERSE SIDE***				
VEHICLE OWNER'S NAME <i>Mayse Automotive</i>			TIME INSPECTION STARTED <i>8:00</i>	
STREET <i>Lat. Hwy 39 #60</i>			TIME INSPECTION ENDED <i>8:20</i>	
CITY <i>Aurora</i>		COUNTY <i>Lawrence</i>		
VEH YR <i>04</i>	MAKE <i>Chev</i>	MODEL <i>Malibu</i>	ODOMETER READING <i>112686</i>	LICENSE NUMBER
VEH ID NO. <i>1G1ZU54824F</i> <span style="background-color: black; color: black;">XXXXXXXXXX</span>				
BODY STYLE <input checked="" type="checkbox"/> Car <input type="checkbox"/> Truck / Bus		FUEL TYPE <input checked="" type="checkbox"/> Gas <input type="checkbox"/> LPG		
<input type="checkbox"/> School Bus <input type="checkbox"/> Motorcycle		<input type="checkbox"/> CNG <input type="checkbox"/> Diesel <input type="checkbox"/> Electric <input type="checkbox"/> Gas/LPG <input type="checkbox"/> Other (Explain)		
DEFECTS				
CODE	DEFECTIVE PART	PART COST	LABOR COST	TOTAL
<input type="checkbox"/> ID / OD VERIFICATION		<input type="checkbox"/> TRAILER VERIFICATION		BRAKE INSPECTED
				<input checked="" type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> LR <input type="checkbox"/> RR
INSPECTION STATION <i>Mayse Automotive</i>			STATION NUMBER <i>065065</i>	
CITY WHERE INSPECTED <i>Aurora</i>			DATE INSPECTED <i>5/5/04</i>	
INSPECTOR'S PERMIT NUMBER <i>900017315</i>			INSPECTOR'S SIGNATURE <i>[Signature]</i>	
REPAIR AUTHORIZATION				
I realize total repair cost is an estimate and repairs are not required to be performed at this station, but I authorize the above establishment to repair my vehicle.				
OWNER'S SIGNATURE			DATE REINSPECTED	
REINSPECTOR'S PERMIT NUMBER			STICKER / DECAL NUMBER <i>6-1811277</i>	
REINSPECTOR'S SIGNATURE			CONTROL NUMBER <b>F 0734098</b>	



CUSTOMER #: 209275

520816



**Big Lot**  
RELIABLE CHEVROLET



Mercedes-Benz

\*INVOICE\*

3655 S. Campbell \* Springfield, MO 65807  
(417) 841-5400  
(866) 438-4174

Visit us at [www.reliablechevy.com](http://www.reliablechevy.com)

SPFD, MO  
HOME  
BUS: CONT:N/A  
CELL:

PAGE 2

SERVICE ADVISOR: 38 KYLE E GOODMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZU54824F		88442/88442	T9441	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR04 DD			17:00 01SEP10			CASH	01SEP10
R.O OPENED	READY	OPTIONS: DLR:03690 ENG:3.5_Liter_SFI					
07:40 01SEP10	16:59 01SEP10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
88442	40	0.00	COMPLETED				

\*\*\*\*\*

\*\*\* SET TOE FOR LINE A

CAUSE:

E2000 WHEEL ALIGNMENT STEERING WHEEL ANGLE AND/OR  
FRONT TOE ADJUSTMENT

45 WP40

(N/C)

88442 #45 0.70 E2000 ADJUSTED TOE TO FACTORY SPEC.

\*\*\*\*\*

SUBL PRICE DIFF THOMPSON FOR 20876912

WP40

(N/C)

FC:

CUSTOMER PAY SHOP SUPPLIES/ENVIRONMENTAL EXPENSE FOR REPAIR ORDER 10.26

WE ARE HAPPY TO ANNOUNCE SERVICE CONTRACTS ON  
OUR SERVICE DRIVE-SEE ONE OF OUR SERVICE  
ADVISORS TO SEE IF YOUR VEHICLE MAY QUALIFY  
ON SOME CONTRACTS WE HAVE 0% FINANCING  
AVAILABLE

PAID

SEP 01 2010

CREDIT CARD CASH

CK#

CUSTOMER #: 209275

520816



# Big Lot

**RELIABLE CHEVROLET**



\*INVOICE\*

3655 S. Campbell \* Springfield, MO 65807  
(417) 841-5400  
(866) 438-4174

PAGE 1

Visit us at [www.reliablechevy.com](http://www.reliablechevy.com)

SPFD, MO  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 38 KYLE E GOODMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZU54824F [REDACTED]		88442/88442	T9441	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR04 DD			17:00 01SEP10			CASH	01SEP10
R.O. OPENED	READY	OPTIONS: DLR:03690 ENG:3.5_Liter_SFI					
07:40 01SEP10	16:59 01SEP10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A AT TIMES HAS NO POWER STEERING

CAUSE:

E7680 STEERING COLUMN REPLACEMENT

40 WP40

(N/C)

1 25902150 GEAR KIT

(N/C)

1 25933396 COLUMN

(N/C)

1 20876912 MODULE

(N/C)

88442 40 2.30 FOUND STEERING COLOMN INOP AT TIMES (NO ASSIST). FOUND

P/S GEAR STICKING. REPLACED STEERING COLOMN WITH MOTOR. REPLACED P/S

GEAR. W/ADJUST PEDAL. E7680 E9740

\*\*\*\*\*

B RECALL-04027

CAUSE:

99 RECALL 04027

40 WP40

(N/C)

2 10388869 RETAINER

(N/C)

88442 40 0.20 RECALL 04027 COMPLETED

\*\*\*\*\*

C RECALL-04030

CAUSE:

99 RECALL 04030

40 WP40

(N/C)

88442 40 0.30 RECALL 04030 COMPLETED. REPROGRAMMED ABS. NO CODE FOR

HUB BEARING

\*\*\*\*\*

D REPLACE WORN BRAKES

42 BRAKE REPAIRS

40 CPCC

108.00 108.00

1 25864605 PAD KIT

143.00 91.50 91.50

88442 40 1.80 REPLACED REAR BRAKE PADS. REFINISHED REAR ROTORS

\*\*\*\*\*

E WALK AROUND INSPECTION FORM

RELIABLE CHEVROLET SVC  
3655 S CAMPBELL  
SPRINGFIELD, MO 65807

09/01/2010  
Merchant ID:  
Terminal ID:  
951160830885

17:03:09  
00000000910853  
01316882

CREDIT CARD  
MC SALE

CARD #	XXXXXXXXXX
INVOICE	520816
Batch #:	000808
Approval Code:	981430
Entry Method:	Swiped
Approved:	Online
<b>SALE AMOUNT</b>	<b>\$216.71</b>

CUSTOMER COPY

CUSTOMER #: 209275

520103



**Big Lot**  
RELIABLE CHEVROLET



Mercedes-Benz

\*INVOICE\*

3655 S. Campbell \* Springfield, MO 65807  
(417) 841-5400  
(866) 438-4174

Visit us at [www.reliablechevy.com](http://www.reliablechevy.com)

DUPLICATE 1  
PAGE 2

SPFD, MO

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 38 KYLE E GOODMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZU54824F [REDACTED]		88228/88228	T0095	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PU NO.	RATE	PAYMENT	INV. DATE
16APR04 DD			17:00 25AUG10			CASH	25AUG10
R.O. OPENED	READY	OPTIONS:					
07:48 25AUG10	16:12 25AUG10	DLR:03690 ENG:3.5_Liter_SFI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WE ARE HAPPY TO ANNOUNCE SERVICE CONTRACTS ON OUR SERVICE DRIVE-SEE ONE OF OUR SERVICE ADVISORS TO SEE IF YOUR VEHICLE MAY QUALIFY ON SOME CONTRACTS WE HAVE 0% FINANCING AVAILABLE							

PAID

AUG 25 2010  
CREDIT CARD CASH

CUSTOMER #: 209275

520103



**Big Lot**  
RELIABLE CHEVROLET



Mercedes Benz

\*INVOICE\*

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DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 38 KYLE E GOODMAN

SPFD, MO  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZU54824F [REDACTED]		88228/88228	T0095	
DEL DATE	PRD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR04 DD			17:00 25AUG10			CASH	25AUG10
R.O. OPENED	READY	OPTIONS:					
07:48 25AUG10	16:12 25AUG10	DLR:03690 ENG:3.5_Liter_SFI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	AT	TIMES	NO POWER STEERING				
			72 PARTS ON ORDER				
			350 IPAL				(N/C)
	88228	40	0.00 ORDERED STEERING COLOMN				
*****							
B	ESTIMATE	ON EXTRA KEY AND REMOTE					
			99 MISC				
			350 IPAL				(N/C)
	88228	40	0.00 DECLINED REPAIR				
*****							
C	SES	LIGHT ON					
			DIAG VEHICLE DIAGNOSIS CHARGE				
			40 CPCC		60.00		60.00
	88228	40	1.00 DIAGNOSE PCM HISTORY CODES P0742 P0520 P0340 P0116				
			P0455 P0401. FUNCTION TEST EGR, ETC AND EVAP SYSTEM=OK ENGINE DATA FOR				
			ALL OK. DECLINED CAM SENSOR				
*****							
D	WALK AROUND	INSPECTION FORM					
			WA WALK AROUND INSPECTION FORM				
			350 IPAL				(N/C)
	88228	40	0.00 COMPLETED				
*****							
E**	RECALL-04027						
			73 WP40 PARTS ON ORDER				
			350 IPAL				(N/C)
	88228	40	0.00 ORDERED RECALL PARTS				
*****							
F**	RECALL-04030						
			99 MISC				
			350 IPAL				(N/C)
	88228	40	0.00 RECALL EXPIRED				
*****							

RELIABLE CHEVROLET SVC  
3655 S CAMPBELL  
SPRINGFIELD, MO 65807

08/25/2010  
Merchant ID:  
Terminal ID:  
951160830885

16:41:33  
000000000910853  
01316882

CREDIT CARD  
VISA SALE

CARD #  
INVOICE  
Batch #:  
Approval Code:  
Entry Method:  
Approved:

XXXXXXXXXXXX  
520103  
000802  
322884  
Swiped  
Online

SALE AMOUNT

05.70

CUSTOMER COPY

**CHECKED AND OKAY**

- |   |                                     |  |
|---|-------------------------------------|--|
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Headlights, Taillights, Brakelights | NEEDS REPLACEMENT                                  |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | State Inspection                    | INSPECTION NEEDED                                  |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Wiper Inserts                       | NEEDS REPLACEMENT                                  |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Air Filter                          | NEEDS REPLACEMENT                                  |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Visual Battery Condition            | NEEDS REPLACEMENT<br>NEEDS CLEANING                |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Drive Belt                          | CRACKED COMING APART                               |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Brake Fluid Condition               | DARK LOW-BURNT                                     |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Oil Leaks                           | VALVE COVER(S) OIL PAN<br>OTHER _____              |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | P/Steering                          | FLUID: DARK LOW<br>LEAKS: PUMP HOSE(S)             |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Coolant                             | FLUID: DARK LOW<br>LEAKS: PUMP HOSE(S)             |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | Transmission                        | FLUID: DARK LOW<br>LEAKS: PUMP HOSE(S)             |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | CV Boots                            | DRIVER: CRACKED OPEN-DRY<br>PASS: CRACKED OPEN-DRY |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | E-Brake Operation                   | LOOSE ADJ. NEEDED                                  |

**CHECK BATTERY PERFORMANCE:**

- Good  
 Recharge  
 Replace  
 Other \_\_\_\_\_

**WILL REQUIRE FUTURE ATTENTION**

**TIRES AND BRAKE INSPECTION IF TIRES ARE ROTATED**

**BRAKE INSPECTION NOT REQUIRED THIS VISIT**  
 **SPARE TIRE INSPECTED**

Lowest Brake Lining (mm): \_\_\_\_\_  
 Tire Tread Depth (32nds): \_\_\_\_\_

**YOUR NEXT SERVICE DUE**

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 APPOINTMENT ALREADY SET  Y  N

TECHNICIAN

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

**COMMENTS**

APPROVAL NOTICE

\*\*\*SEE INFORMATION ON REVERSE SIDE\*\*\*

STREET [REDACTED] TIME INSPECTION STARTED 12:00  
 CITY SPFD 03 COUNTY Greene TIME INSPECTION ENDED 12:15

VEH YR MAKE MODEL ODOMETER READING  
 04 CHEV MALI 56510  
 VEH ID NO 161ZU54824F

BODY STYLE:  Car,  School Bus,  Trailer,  Truck / Bus,  Motorcycle  
 FUEL TYPE:  Gas,  CNG,  Electric,  Other (Explain),  LPG,  Diesel,  Gas/LPG

DEFECTS

CODE	DEFECTIVE PART	PART COST	LABOR COST	TOTAL

ID / OD VERIFICATION  TRAILER VERIFICATION  BRAKE INSPECTED  
 TOTAL COST \$

INSPECTION STATION All Night Auto STATION NUMBER 39221

CITY WHERE INSPECTED SPFD DATE INSPECTED 8/8/08

INSPECTOR'S PERMIT NUMBER 980007012 INSPECTOR'S SIGNATURE [Signature]

REPAIR AUTHORIZATION





I realize total repair cost is an estimate and repairs are not required to be performed at this station, but I authorize the above establishment to repair my vehicle.

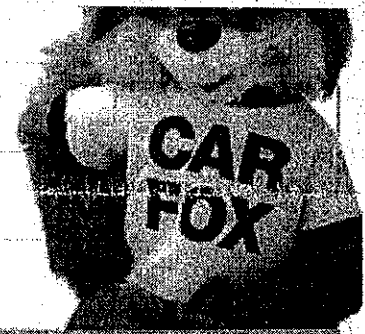
OWNER'S SIGNATURE DATE REINSPECTED

REINSPECTOR'S PERMIT NUMBER STICKER / DECAL NUMBER MO 367401

REINSPECTOR'S SIGNATURE CONTROL NUMBER L 2789139

**CARFAX Report Provided By:**  
 Reliable BMW Lexus Toyota Scion  
 3521 E Sunshine St  
 Springfield, MO 65809  
 1-800-884-9002  
 www.reliableautos.com

-  **4** Service records available
-  **12** Detailed records available
-  **88,228** Last reported odometer reading
-  **\$490** Below retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/8/10 at 8:08:57 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

### CARFAX Price Calculator™

Adjust the value of this 2004 CHEVROLET MALIBU LT based on the information available in this report

1) Retail Book Value

\$

Enter retail book value here

2) CARFAX History Impact™




**- \$490**


Below retail book value

3) Adjusted Retail Value

Begin by entering the retail book value

 **TIP** Get retail book value from a pricing guide website. Don't use seller's asking price.

 This vehicle is worth less than average, based on information in this report.

 Compare adjusted retail value to seller's asking price when making your decision.

### CARFAX Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

**ALERT!**



Not Actual Mileage | Exceeds Mechanical Limits

Summary

**Alert!**  
Problem Found

No Problem

Alert! Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

### CARFAX Additional History

Not all accidents / issues are reported to CARFAX

Total Loss

Summary



The information you provide will be used to identify, determine, and correct safety-related defects. You may also receive information from 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 1G1ZU54824F [REDACTED]		Make: CHEVROLET	Model: MALIBU	Model Year: 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-AUG-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING			Failure Mileage 87000	Failure Speed 10
---	--	--	--------------------------	---------------------

**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	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 2004 CHEVROLET MALIBU. WHILE TRAVELING 10 MPH AND ATTEMPTING A RIGHT TURN, THE STEERING WHEEL SUDDENLY BECAME STIFF AND IMPOSSIBLE TO MOVE. THE VEHICLE WAS NEITHER DIAGNOSED NOR REPAIRED FOR THE FAILURE. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGE WAS 87,000.

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.



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

Springfield



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS - 210  
1200 New Jersey Ave SE  
Washington, D.C. 20590

