

 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 28-SEP-2010		Repository ☐ Reference No. 10358024	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
NEWTOWN	CT				
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		Make	Model	Model Year	
1G1ZT51836F		CHEVROLET	MALIBU	2006	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
JAN 27-2010	TERRYVILLE CHEV 860-5827434		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
NO ☐	TERRYVILLE CHEV	CT	06786		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control		PANEL INSTRUMENT	05-FEB-2010	AT ALL TIMES.
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 330000 INTERIOR LIGHTING, 117000 DIGITAL INSTRUMENT PANEL			Failure Mileage	Failure Speed	
			14000	ALL THE TIME	
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: DOTM9ABC036)		☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 THAT WHENEVER DRIVING DURING THE DAY AT ANY SPEED, THE SPEEDOMETER WAS VERY DIFFICULT TO SEE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THE VEHICLE WAS PERFORMING ACCORDING TO THE STANDARDS. THE FAILURE MILEAGE WAS APPROXIMATELY 14,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 22,000. THIS PROBLEM WAS THERE FROM DAY 1 DID NOT TAKE TO DEALER THEN. I WAS TOLD TO COVER LIGHT SENSOR ON DASH BOARD TO MAKE LIGHTS COME ON. BY THIS DEALER WHY.					
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)

IF POSSIBLE COULD I GET A CALL
ABOUT THIS PROBLEM I WOOD LIEE TO EXPLAIN
ALOT MORE CLEARLY

TELE
CELL

THANKS ALL.

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

SOUTHERN CT 064

14 DEC 2010 PM 5 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

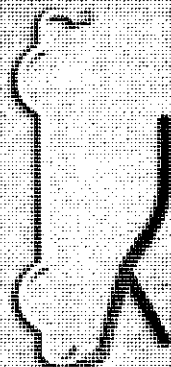
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 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**



NHTSA is a U.S. government agency
that is part of the Department of Transportation.
It is responsible for making sure that cars and trucks
are safe and that people are protected from traffic safety hazards.

12-10-2010

To Whom It Concerns.

WE BOUGHT VEHICLE 1-27-2010
MILAGE WAS 13390 MI. NOW IS 25012 MI.
WE HAVE DIFFICULT READING OUR GAUGES
& SPEEDOMETER ON STORMY DAYS & EVEN
ON GOOD DAYS UNDER SHADY ~~DAY~~ AERIAS.
THERE IS NO LIGHTS ON DASH DURING DAYLIGHT
HOURS UNLESS I PUT SOMETHING OVER THE
CENTER LIGHT SENSOR UNIT ON MIDDLE OF
DASH BOARD. WHY DO I NEED TO DO THIS?
THIS IS A VERY WELL LITE DASH AT NIGHT.

SPEEDOMETER

THE PAINT ON SPEEDOS BACK PANEL IS
FLAT BLACK & NUMBES ARE PAINTED FLAT
WHITE. MAKING IT VERY HARD TO SEE
THEY SHOULD BE PAINTED IN GLOSS PAINT
TO AVOID THIS PROBLEM. COULD I PLEASE
GET HELP ON THIS.

THANKS FOR
YOUR TIME

TELE

CELL

Terryville Chevrolet LLC



302 Main Street
TERRYVILLE, CT 06786
Telephone: (860) 582-7434



CUSTOMER NO	13851	ADVISOR	ROBERT	207	WORK DATE	08/04/10	INVOICE NO	CVCS104138
		LABOR RATE	98.00		STOCK NO	5675		
		VEHICLE NO	06/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE	01/27/10		
		VEHICLE ID NO	1G1ZT51836F		DELIVERY MILE	13,390		
		DATE			WORK DATE	08/04/10		
		BUSINESS PHONE						MO: 20235

JOB# 1 CHARGES

LABOR
J# 1 52CVZ07 INSTRUMENT CLUSTER HOURS: TECH(S):271 INTERNAL
CUSTOMER STATES UNABLE TO READ GAUGES
NORMAL OPERATION
NO PROBLEM SERVICE POLICY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS
WAITER

TOTALS

** CASH [] CHECK [] #..... CREDIT CARD [] CHARGE []

TO OUR VALUED CUSTOMERS:
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE
SERVICE YOU RECEIVED AT TERRYVILLE CHEVROLET LLC PLEASE
CONTACT ME IMMEDIATELY SO THAT I MAY RESOLVE YOUR PROBLEM.
OUR GOAL IS TO HAVE EVERY CUSTOMER COMPLETELY SATISFIED.
THANK YOU VERY MUCH!!
STEVEN BURKE, SERVICE AND PARTS DIRECTOR

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

ALL GENERAL MOTORS PARTS COME WITH A 12 MONTH 12000
NATIONWIDE FACTORY WARRANTY ON PARTS AND LABOR

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company - INQUIRY LINE 800-866-6666

PAGE 1 OF 1

CUSTOMER COPY

END OF INVOICE 09 32am

Maintenance I

For Vehicles with Simplified Maintenance

- Change engine oil and filter & Lubricate chassis components
- Visually check for any leaks or damage
- Inspect engine air cleaner filter change indicator. Replace filter if necessary
- Rotate tires and check pressure
- Check fluid levels and add as needed

When the dash light shines "CHANGE OIL" every 7,400 miles

PAINTLESS DENT REPAIR

- Have up to three dents removed per panel
- Keep your car looking like new
- Removes small dings and dents without having to re-paint
- 100% Satisfaction Guarantee
- Ask your Consultant to explain the possibilities



Getting the GM Goodwrench Service and GM Parts and Accessories you trust just got easier than ever. Nothing beats the convenience of the new GM Goodwrench Card - and nobody knows your vehicle like your GM dealer.

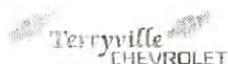
- Immediate purchasing power from \$500 to \$5,000*
- An exclusive line of credit for GM Service, Parts, and Accessories
- No annual fee for pre-payment penalty
- 25-day grace period

*Subject to credit approval



R.O. / Invoice No
CVCS104138

SMC-1



R.O. / Invoice No
CVCS104138

BS-10



R.O. / Invoice No
CVCS104138

BC-53