 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>			FOR AGENCY USE ONLY 100148 Date Received <b>FEB 17 2011</b> 22-NOV-2010			Repository <input type="checkbox"/> Reference No. 10367091					
<b>OWNER INFORMATION (Type or Print)</b>						Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]			
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]		City HOPKINSVILLE		State KY		Zip Code [REDACTED]	
<p>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).</p>											
<b>VEHICLE INFORMATION</b>											
17 digit Vehicle Identification Number Located at bottom of windshield or driver's side 1G1ZT52884F [REDACTED]						Make CHEVROLET		Model MALIBU		Model Year 2004	
Date Purchased 4/02/04		Dealer's Name and Telephone Number PATRIOT CHEVROLET 270-886-1207				Engine: No: Cylinders 4		Fuel Type: 87		Original Owner <input type="checkbox"/>	
Dealer's City HOPKINSVILLE		State KY		Zip Code 42240		Transmission Type Auto		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain SEE ATTACHED INVOICES STEERING	
Multiple Failure: YES		Incident Date(s) 22-OCT-2010		SEE ATTACHED COPIES		<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 010000 STEERING SEE ATTACHED INVOICES AND NOTES						Failure Mileage UNKNOWN TIMES		Failure Speed 5		<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>	
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>											
Make:			Date Manufactured:			Model No./Name:			Seat Type:		
Installation System:			Child Seat Component Code:			Failed Part:			<b>APPLICABLE INCIDENT INFORMATION</b> (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		<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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. THE CONTACT STATED THAT WHILE DRIVING AT LOWER SPEEDS, HE HEARD A THUMPING NOISE WHILE MAKING A TURN. THE VEHICLE WAS INSPECTED AND REPAIRED THREE TIMES BY A LOCAL DEALER. THE CURRENT FAILURE WAS WITHIN THE RACK AND PINION COMPONENT; THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. HAS THE LAST FAILURE MILEAGE 69,209 LAST REPLACEMENT WAS 14 MO AND 13,368 MILES APPROX											
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



4401 Ft. CAMPBELL BLVD. P.O. BOX 1384  
 HOPKINSVILLE, KENTUCKY 42240  
 PHONE 886-1207

COPY

CUSTOMER NO. <b>34246</b>	ADVISOR <b>DAVID</b>	30575	TAG NO. <b>534</b>	INVOICE DATE <b>11/11/10</b>	INVOICE NO. <b>CVCS179912</b>
[REDACTED] HOPKINSVILLE, KY	LABOR RATE	LICENSE NO.	MILEAGE <b>68,209</b>	COLOR <b>MED GRAY MT</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>04/02/04</b>	DELIVERY MILES <b>107</b>
	VEHICLE I.D. NO. <b>1G1ZT52884F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	P.O. DATE <b>11/11/10</b>	
RE [REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
# 1. 03CVZ STEERING HOURS: TECH(S): 726				39.99
CUSTOMER STATES THAT THE STEERING IS MAKING A BUMPING NOISE WHEN HE TURNS THE STEERING WHEEL/CHECK HISTORY VEHICLE HAS A THUMPING NOISE IN STEERING COMMING FROM RACK ASSEMBLY NONE AT THIS TIME.				
PARTS-----				
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				39.99
# 2. 35CVZBRKINSP BRAKE INSPECTION HOURS: TECH(S): 726				34.99
CHECK FRONT BRAKES AS THEY ARE ORIGINAL AND REAR BRAKES ARE NEW CHECK AND FOUND REAR BRAKES NEW AND FRONT PADS STILL AT 50% AND GOOD NONE AT THIS TIME				
PARTS-----				
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				34.99
# 3. 35CVZSBELT SERPENTINE BELT HOURS: TECH(S): 726				0.00
CUSTOMER REQUEST TO CHECK THE CONDITION OF THE SERP BELT CHECK AND FOUND THE SERPENTINE BELT TO BE GOOD NONE AT THIS TIME				
PARTS-----				
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
# 4. 35CVZFUELFUSH FUEL SYSTEM FLUSH HOURS: TECH(S): 726				78.18
CUSTOMER REQUESTS FLUSH FUEL SYSTEM, INCLUDING CLEANING FUEL INJECTORS, THROTTLE BODY, AIR INTAKE PORTS AND VALVES AND CLEAN EGR PASSAGE WAY. CLEANED AND FLUSHED FUEL SYSTEM				
PARTS-----				
JOB # 4	1	10196	FUEL KITS	56.81
JOB # 4 TOTAL PARTS				56.81
JOB # 4 TOTAL LABOR & PARTS				134.99
# 5. 21CVZ COOLING SYSTEM HOURS: TECH(S): 726				0.00
CUSTOMER REQUEST TO CHECK THE COOLANT FOR WINTER. CHECK AND FOUND THE COOLANT TO BE GOOD FOR -10 DEG AND GOOD NONE AT THIS TIME				
PARTS-----				
JOB # 5 TOTAL PARTS				0.00

*Needs Rack and Pinion GEAR Replaced AGAIN COST APPROX 600-700 This would be the 4th Replacement LAST Replacement WAS 9/11/09 @ 54,841 Miles 14 months 68,209 LAST Replacement @ 13,368 Miles*

*NOTE: did not agree to have this work done*

The Reynolds and Reynolds Company SPANISH 11/11/10 (01/03)

# PATRIOT

CHEVROLET • BUICK • GMC

4401 Ft. CAMPBELL BLVD. P.O. BOX 1384  
 HOPKINSVILLE, KENTUCKY 42240  
 PHONE 886-1207

COPY

About 14,000 - 15,000  
 LAST Replacement

CUSTOMER NO. <b>34246</b>	ADVISOR <b>KYLE</b>	TAG NO. <b>33709</b>	652	INVOICE DATE <b>09/14/09</b>	INVOICE NO. <b>CVCS168917</b>
[REDACTED] HOPKINSVILLE, KY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>54,841</b>	COLOR <b>MED GRAY MT</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>04/02/04</b>	DELIVERY MILES <b>107</b>
	VEHICLE I.D. NO. <b>1G1ZT52884F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/14/09</b>		
BUSINESS PHONE	COMMENTS				

LABOR & PARTS  
 J# 1 35CVZALIGN FRONT END ALIGN HOURS: TECH(S):45226 49.95  
 CUSTOMER REQUESTS FRONT END ALIGNMENT.  
 ALIGNED FRONT SUSPENSION TO FACTORY SPECIFICATIONS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 49.95

J# 2 03CVZ STEERING HOURS: 2.70 TECH(S):45226 229.50  
 CUSTOMER STATES THERE IS A BUMPING IN THE STEERING  
 POPPING IN FRONT END, EXCESSIVE PLAY IN STEERING  
 GEAR.  
 REPLACED STEERING GEAR  
 ADJUSTED STRUT ON RIGHT FRONT FOR CAMBER ADJUSTMENT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 2 1 25902150 GEAR 6.508 399.34 399.34  
 JOB # 2 -1 25902150 CORE RETURN 100.00 -100.00  
 JOB # 2 TOTAL PARTS 299.34  
 JOB # 2 TOTAL LABOR & PARTS 528.84

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 JOB # A SS SHOP SUPPLIES 10.00  
 JOB # 2 33 NADS COUPON 7.5% LABOR -17.21  
 JOB # 2 34 NADS COUPON 7.5% PARTS -22.45  
 TOTAL - MISC -29.66

TOTALS-----  
 THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE  
 NEEDS--Customer satisfaction is very important to us,We  
 want to make sure we have met all your expectations,and if  
 so,TELL YOUR FRIENDS!!!!  
 The manufacturer of your vehicle may send you a survey about  
 this visit.If any of the questions can't be answered-  
 COMPLETELY SATISFIED-Please don't hesitate to call us before  
 you mail the survey.  
 \* \* \* \* \*  
 \* ( ) CASH \*  
 \* ( ) CHECK# \*  
 \* ( ) CREDIT CARD \*  
 \* ( ) C/B# \*  
 \* ( ) CASHIER \*  
 [REDACTED]  
 CUSTOMER SIGNATURE

TOTAL INVOICE \$ 566.35

1-866-790-5700  
 GA# 42327  
 John CASE # 71-890 000 085

Replaced 1st Time  
 8/24/06 - 24,636

Now Replaced 2nd Time  
 9/14/09 - 54,841  
 PAID for this  
 Repair

HAS 3rd RADC NOW  
 And Bad Again



4401 Ft. CAMPBELL BLVD. P.O. BOX 1384  
 HOPKINSVILLE, KENTUCKY 42240  
 PHONE 886-1207

*COPY*

CUSTOMER NO. <b>34246</b>	ADVISOR <b>LYNETTE GOODE</b>	526	TAG NO. <b>478</b>	INVOICE DATE <b>04/17/07</b>	INVOICE NO. <b>CVCS145791</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>31,846</b>	COLOR <b>MED GRAY MT</b>	STOCK NO.
<b>HOPKINSVILLE, KY</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>04/02/04</b>	DELIVERY MILES <b>107</b>
	VEHICLE I.D. NO. <b>1G1ZT52884F</b>			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>04/17/07</b>		
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
J# 1 03CVZ STEERING			HOURS: TECH(S):474		0.00
C/S STATES HEAR/FEEL CLUNKING IN STEERING. CK AND ADVISE. ORDERED INTERMEDIATE STEERING SHAFT.					
PARTS	0	22687711	SHAFT KIT 6.526	164.97	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
J# 2 01CVZQLUBE QUICK LUBE			HOURS: TECH(S):474		9.00
PATRIOT CHEVROLET BUICK GMC CUSTOMER PROTECTION PLAN INCLUDES 120 DAYS OF COMPLIMENTARY ROADSIDE ASSISTANCE AND ROAD HAZARD TIRE PROTECTION. ALSO INCLUDES KREX. SEE YOUR SERVICE CONSULTANT FOR DETAILS. RESTRICTIONS MAY APPLY. CHANGE OIL AND FILTER. INSTALL KREX ENGINE LUBRICANT. PERFORM MULTI-POINT INSPECTION, INCLUDING TIRE PRESSURE, WEAR PATTERN, AND TREAD DEPTH. TOP OFF FLUIDS. FOR ROADSIDE ASSISTANCE, CALL THE TOLL-FREE NUMBER ON THE OIL CHANGE REMINDER STICKER.					
PARTS	1	25010792	FILTER 1.836	5.00	5.00
JOB # 2	1	KGR120RT	LUBRICANT	6.88	6.88
JOB # 2	5	GWOIL		1.88	9.40
JOB # 2 TOTAL PARTS					21.28
JOB # 2 TOTAL LABOR & PARTS					30.28
J# 3 01CVZGTSTRB ROTATE AND BALANCE			HOURS: TECH(S):474		41.95
INSPECT BRAKES ALSO. ADVISE. RESET TIRE MONITORS IF EQUIPPED. COMPLETED					
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					41.95
J# 4 01CVZFUELTUNEUP FUEL SYSTEM TUNE-UP			HOURS: TECH(S):474		83.48
PERFORM FUEL SYSTEM SERVICE WITH THROTTLE BODY SERVICE					
PARTS	1	10196	FUEL KITS	51.47	51.47
JOB # 4 TOTAL PARTS					51.47
JOB # 4 TOTAL LABOR & PARTS					134.95
J# 5 01CVZCOOLFLUSH FLUSH COOLING SYSTEM			HOURS: TECH(S):474		45.21
POWER FLUSH COOLING SYSTEM MAINT. COOLING SYSTEM POWER FLUSH					

*Parts ordered*  
*Still NO PARTS*  
*from 4/30/06*

*Parts Received*  
*And Replaced*  
*4/19/07*

Revised and Reprinted: EPARKTSI-4E C0314772-D (04/03)



4401 Ft. CAMPBELL BLVD. P.O. BOX 1384  
 HOPKINSVILLE, KENTUCKY 42240  
 PHONE 886-1207

COPY

CUSTOMER NO. <b>34246</b>	ADVISOR <b>LYNETTE GOODE</b>	TAG NO. <b>526 241</b>	INVOICE DATE <b>08/24/06</b>	INVOICE NO. <b>CVCS138496</b>
[REDACTED] HOPKINSVILLE, KY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>24,636</b>	COLOR <b>MED GRAY MT</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>		DELIVERY DATE <b>04/02/04</b>	DELIVERY MILES <b>107</b>
	VEHICLE I.D. NO. <b>1G1ZT52884F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.F. NO.	P.O. NO.	R.O. DATE <b>08/09/06</b>	
BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**  
**J# 1 03CVZ**      **STEERING**      HOURS:      TECH(S): 474 903      **WARRANTY**  
 C/S STATES HEAR/FEEL THUMP/BUMP IN FRONT. SEE HISTORY.  
 TEST DRIVE. CAN HEAR THUMP IN FRONT END WHEN HIT SMALL  
 BUMPS IN PARKING LOT. DRIVE IN OT USE CHASSIS EARS TO FIND  
 NOISE IN STEERING RACK PER BULL 060232007.  
 ORDERED RACK.  
 REPLACED STEERING RACK PER BULLETIN. TEST DRIVE. DO NOT  
 FEEL BUMPING NOW.-TECH 903  
 TECH 474-SET TOE.,.

*Steering  
Rack  
1st Replaced  
2nd unit in Chz*

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15858369	GEAR KIT 6.508		WARRANTY
JOB # 1	-1	15858369	CORE RETURN		WARRANTY
JOB # 1	1	89020661	FLUID 8.800		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

**J# 2 68CVZ**      **SQUEAKS&RATTLES**      HOURS:      TECH(S): 903      **WARRANTY**  
 C/S STATES THERE IS RATTLE IN RIGHT SIDE DOOR/A PILLAR AREA  
 WHEN GOING OVER BUMPS.  
 TEST DRIVE. CAN HEAR SQUEAKING NOISE AT REAR OF FRONT DOOR.  
 REMOVE DOOR PANEL. INSPECT REGULATOR AND RODS. CAN MOVE  
 DOOR PANEL AND INSIDE OF DOOR MAKES SQUEAK NOISE. PUT  
 SILICONE BETWEEN PANELS WHERE NOISE WAS. TEST DRIVE.  
 NOISE GONE. HAS NOISE ON RF A PILLAR AREA. MAKES NOISE  
 GOING OVER BUMPS SLOW. REMOVE APILLAR COVER. PUSH ON  
 HEADLINER TRIM PANELS. FOUND SUN VISOR MAKING NOISE  
 EXTENTION MAKING RATTLE NOISE. ORDERED SUN VISOR.  
 DIAG TIME: 1.6

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	0	10381578	SUNSHADE 10.203		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

**J# 3 01CVZQLUBE**      **QUICK LUBE**      HOURS:      TECH(S): 903      **9.00**  
 PATRIOT CHEVROLET BUICK GMC CUSTOMER PROTECTION PLAN  
 INCLUDES 120 DAYS OF COMPLIMENTARY ROADSIDE ASSISTANCE  
 AND ROAD HAZARD TIRE PROTECTION. ALSO INCLUDES KREX.  
 SEE YOUR SERVICE CONSULTANT FOR DETAILS.  
 RESTRICTIONS MAY APPLY.  
 CHANGE OIL AND FILTER. INSTALL KREX ENGINE LUBRICANT.  
 PERFORM MULTI-POINT INSPECTION, INCLUDING TIRE PRESSURE,  
 WEAR PATTERN, AND TREAD DEPTH. TOP OFF FLUIDS.  
 FOR ROADSIDE ASSISTANCE, CALL THE TOLL-FREE NUMBER ON THE  
 OIL CHANGE REMINDER STICKER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	25010792	FILTER 1.836	5.00	5.00
JOB # 3	1	KGR120RT	LUBRICANT	6.88	6.88

Reproducible and Resizable. E:\601\153\06E\_C03\007751.G\_04/04/06

COPY

CUSTOMER ID <b>34246</b>	ADVISOR <b>LYNETTE GOODE</b>	TAG NO. <b>526 3970</b>	INVOICE DATE <b>01/30/06</b>	INVOICE NO. <b>CVCS133032</b>
ADDRESS <b>HOPKINSVILLE, KY</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>18,179</b>	COLOR <b>MED GRAY MT</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>		DELIVERY DATE <b>04/02/04</b>	STOCK NO. <b>50204</b>
	VEHICLE I.D. NO. <b>1G1ZT52884F</b>		DELIVERY MILES <b>107</b>	SELLING DEALER NO.
	P.T.E. NO.	P.O. NO.	P.O. DATE <b>01/30/06</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**

**J# 1 01CVZOLUBE QUICK LUBE HOURS: TECH(S):903 7.70**  
 PATRIOT CHEVROLET BUICK GMC CUSTOMER PROTECTION PLAN INCLUDES 120 DAYS OF COMPLIMENTARY ROADSIDE ASSISTANCE AND ROAD HAZARD TIRE PROTECTION. ALSO INCLUDES KREX. SEE YOUR SERVICE CONSULTANT FOR DETAILS. RESTRICTIONS MAY APPLY.  
 CHANGE OIL AND FILTER. INSTALL KREX ENGINE LUBRICANT. PERFORM MULTI-POINT INSPECTION, INCLUDING TIRE PRESSURE, WEAR PATTERN, AND TREAD DEPTH. TOP OFF FLUIDS. FOR ROADSIDE ASSISTANCE, CALL THE TOLL-FREE NUMBER ON THE OIL CHANGE REMINDER STICKER.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 1 1 25010792 OIL FLTR 1.836	5.00	5.00
JOB # 1 1 KGR120RT LUBRICANT	6.00	6.00
JOB # 1 5 GW0IL	1.60	8.00
JOB # 1 TOTAL PARTS		19.00
JOB # 1 TOTAL LABOR & PARTS		26.70

**J# 2 01CVZROTATETIRE ROTATE TIRES HOURS: TECH(S):903 14.95**  
 INSPECT BRAKES ALSO. ADVISE. COMPLETED BRAKES GOOD

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		14.95

**J# 3 03CVZ STEERING HOURS: TECH(S):903 WARRANTY**  
 C/S STATES CAN HEAR AND FEEL THUMP/BUMP IN STEERING CK AND ADVISE  
 TEST DRIVE. VERIFY NOISE FROM STEERING. SOUNDS TO BE IN INTERMITTENT SHAFT. BULLETIN SEARCH. PIC3747. PARTS NOT AVAILABLE AT THIS TIME.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		0.00

**J# 4 37CVZ WINDOW HOURS: TECH(S):903 WARRANTY**  
 C/S STATES BOTH FRONT WINDOWS SQUEAKING GOING UP OR DOWN UNABLE TO VERIFY. COULD DUPLICATE. RAINING. LUBED TRACKS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00

waited until  
~~4/17/06~~  
 4/17/06

Hopkinsville and Bernsville, 2004172 Q 04/09





4401 Ft. CAMPBELL BLVD. P.O. BOX 1384  
 HOPKINSVILLE, KENTUCKY 42240  
 PHONE 886-1207

COPY

CUSTOMER NO. <b>34246</b>	ADVISOR <b>WENDY</b>	TAG NO. <b>386</b>	INVOICE DATE <b>01/10/05</b>	INVOICE NO. <b>CVCS120845</b>
[REDACTED] HOPKINSVILLE, KY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>9,225</b>	COLOR <b>MED GRAY MT</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>	DELIVERY DATE <b>04/02/04</b>	STOCK NO. <b>50204</b>	DELIVERY MILES <b>107</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 2 8 8 4 F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. D. DATE <b>01/07/05</b>	
BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**  
 J# 1 03CVZ STEERING HOURS: TECH(S):474 WARRANTY  
 C/S STATES THAT STEERING WHEEL STARTS SHAKING ON ITS OWN AT IDLE.  
 CHECKED AND VERIFIED CUSTOMER CONCERN-CHECKED FOR BULLETINS FOUND 040235009- STATED TO REPLACE COLUMN DUE TO MOVING BY ITSELF, CAUSED BY EXCESSIVE CLEARANCE BETWEEN THE ASSIST GEARS OR BY A FAILURE OF THE TORQUE SENSOR.  
 REMOVED AND REPLACED STEERING COLUMN, REINSTALLED ADJUSTALBE PEDALS. TEST DROVE AND RECHECKED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10373948	COL KIT 6.518		
JOB # 1	-1	10373948	CORE RETURN		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 50CVZ CAMPAIGNS HOURS: TECH(S):474 WARRANTY  
 RECALL 04011  
 COMPLETED RECALL-INSTALLED LABEL ON BOTH SUN VISORS  
 V1119 0.2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

TOTALS  
 THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations,and if so.TELL YOUR FRIENDS!!!!  
 The manufacturer of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMpletely SATISFIED-Please don't hesitate to call us before you mail the survey.  
 \* ( ) CASH \*  
 \* ( ) CHECK# \*  
 \* ( ) CREDIT CARD \*  
 \* ( ) C/B# \*  
 \* ( ) CASHIER \*  
 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**

**PARTS & SERVICE  
 OPEN SATURDAYS  
 8 AM TO 3 PM**

**IMPORTANT NOTICE**  
 You will be receiving a customer service survey soon. Please fill it out and return it. It is important to us that you are completely satisfied. If for any reason you are not, please contact us to resolve your concerns.  
 This repair has been covered by the manufacturer's Bumper-to-Bumper Warranty. Future repairs may not be covered. Ask your Service Advisor for details about Extended Protection Plans available prior to the Manufactures warranty expiration.



NOTE: Enclosed ENVIDICES ARE  
filed Newest to oldest

copy



November 23, 2010

[Redacted]  
Hopkinsville, KY [Redacted]

CASE # 71-890-000-OPS  
JOHN  
Tel: 1-866-740-5700  
Ext: 42327

Dear [Redacted]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2004 Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting Chevrolet.com or any of our other divisional websites.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request: 71-89000085

The Certificate is good for \$1,000 dollars - but must purchase New car to get the \$1,000 dollars. That \$1,000 dollars would almost pay for the New Ride and previous car and the one previous is installed.



U.S. Department  
of Transportation

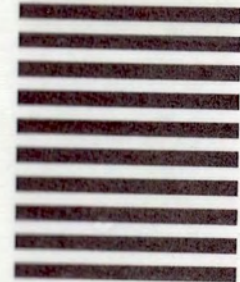
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



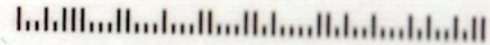
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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**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**



22