 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>			<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>			<p>FOR AGENCY USE ONLY 100148</p>		
<p>OWNER INFORMATION (Type or Print)</p>			<p>Date Received AUG 31 2012 06-AUG-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10469348</p>			
<p>Name [REDACTED]</p>			<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address</p>			
<p>Address [REDACTED]</p>			<p>Evening Telephone Number</p>					
<p>City HOPKINSVILLE</p>		<p>State KY</p>	<p>Zip Code [REDACTED]</p>					
<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>								
<p>VEHICLE INFORMATION</p>								
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1Z157B68F [REDACTED]</p>				<p>Make CHEVROLET</p>	<p>Model MALIBU</p>	<p>Model Year 2008</p>		
<p>Date Purchased 12/1/2010</p>		<p>Dealer's Name and Telephone Number Hudson Toyota 270-821-3372</p>			<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>		
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City MADISONVILLE</p>		<p>State Ky</p>	<p>Zip Code 40443</p>				
<p>Transmission Type</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 01-MAY-2012</p>		
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>								
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 170000 LATCHES/LOCKS/LINKAGES</p>					<p>Failure Mileage 58000</p>	<p>Failure Speed 0</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>								
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>			<p>Tire Size (Example P215/65R15)</p>			
<p>DOT No. (Example: DOTMAL9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>					
<p>Tire Component Code</p>					<p>Tire Failure Type:</p>			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>								
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>				
<p>Seat Type:</p>		<p>Installation System:</p>						
<p>Child Seat Component Code:</p>			<p>Failed Part:</p>					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>								
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>		<p>Number of Deaths 0</p>	<p>Reported to Police N</p>			
<p>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).</p>								
<p>TL* THE CONTACT OWNS A 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT NONE OF THE DOORS WOULD LOCK OR UNLOCK. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE CONTACT WAS INFORMED THAT ALL FOUR DOOR ACTUATORS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 58,000.</p> <p>To Lock or unlock Doors: you have to roll windows down and reach in to lock or unlock them. I had my 3 grandchildren in car and when they tried to unlock doors from inside the locks wouldnt unlock. and car was in park at time and turned off. This has become a dangerous and scary situation if in a accident!</p>								
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>				
<p>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.</p>								

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When I purchased this car it only had 56,000 miles on it.

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

MEMPHIS TN 372 24 AUG 2012 10 51



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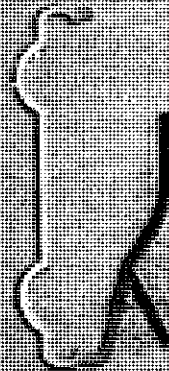
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POSTAGE WILL BE PAID BY ADDRESSEE

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



CUSTOMER NO. 52854	ADVISOR ROSETTA	TAG NO. 47979	150	INVOICE DATE 08/06/12	INVOICE NO. CVCS196030	
[REDACTED] HOPKINSVILLE, KY	LABOR RATE	LICENSE NO.	MILEAGE 62,798	COLOR WHITE/	STOCK NO.	
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZJ57B68F				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		P.O. DATE 08/06/12		

LABOR & PARTS

1 22CVZ AC SYSTEM HOURS: TECH(S): 902 76.78
 CUSTOMER STATES THE AC IS ONLY BLOWING OUT HOT AIR... WAS TOLD BY ANOTHER MECHANIC SHE NEEDED COMPRESSOR AND ORIFICE CHECK AC OPERATION. INTALL AC GUAGES AND CHECK PRESSURES. LOW AND HIGH PRESSURE TOO HIGH. RECOVER R134A HAS 1.8 LBS ONLY NEEDS 1.1 LBS. EVAC AND RECHARGE SYSTEM. PRESSURES CONNECT AFTER RECHARGE COOLING TO 40 DEGREES. GOOD

JOB # 1 TOTAL LABOR & PARTS 76.78

2 36CVZ DOOR LOCKS HOURS: TECH(S): 902 0.00
 CUSOTMER STATES THE DOORS WILL NOT WORK WITH THE BUTTONS OR FOB. HAS TO LEAVE THE WINDOW DOWN IN ORDER TO LOCK OR UNLOCK CHECK DOOR LOCK OPERATION. INTALL SCAN TOOL CHECK SWITCH INPUTS OK CHECK ALL ACTUATORS LOCK ATTEMPTING TO OPERATE. DOOR LOCK ACTUATORS FAULTY. NEEDS 4 ACTUATORS.

JOB # 2 TOTAL LABOR & PARTS 0.00

3 13CVZ EMISSION HOURS: TECH(S): 902 0.00
 CUSTOMER STATES THAT SHE WAS TOLD BY ANOTHER MECHANIC THE CATALYTIC CONVERTOR NEEDED TO BE REPLACED... SMELLS LIKE MOLLASSESS... ALSO SMELLS REAL STRONG GAS IN THE CAR... PERFORM DIAGNOSTIC CIRCUIT CHECK. CHECK TROUBLE CODES. NONE SCAN DATA AND CHECK OPEARION. NORMAL AT THIS TIME. SUGGEST CHANGING FUEL BRANDS TO ELIMINATE ODOR

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		11.52
TOTAL - MISC				11.52

TECHNICIAN CERTIFICATION
 902 STEPHEN H HANCOCK ASE MASTER CERT

The Reynolds and Reynolds Company (334)111-1141 (C)2012 R.O. (05-05)

Reported on 8-6-12 AC's not working.