INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

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	Repository
JAN 31 2013	☐
13-NOV-2012	Reference No. 10484508

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City READER	State WV	Zip Code	

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
1G1ZC5E04CF	CHEVROLET	MALIBU	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
9-16-11	BELL CHEVROLET			4	GASOLINE
Original Owner ☑	Dealer's City SISTERSVILLE.	State W.V.	Zip Code 26175		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTOMATIC	☑ Antilock Brakes ☑ Cruise Control		BRAKES	01-DEC-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	1800	15

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
N/A		
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2012 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE TRAVELING 15 MPH, HE TRIED TO APPLY THE BRAKES AT WHICH TIME AN EXCESSIVE AMOUNT OF EFFORT HAD TO BE APPLIED AND A LOUD CRACKING NOISE COULD BE HEARD COMING FROM THE FRONT END. THE VEHICLE WAS DRIVEN TO THE DEALER WHERE THE FAILURE COULD NOT BE REPLICATED. SEVERAL REPAIRS HAD BEEN MADE TO DIFFERENT COMPONENTS OF THE VEHICLE BUT TO NO AVAIL. THE MANUFACTURER WAS CONTACTED ABOUT THE ISSUE. THE FAILURE MILEAGE WAS 1800 AND THE CURRENT MILEAGE WAS 13,100.
PROBLEM REPLICATED AROUND 10/3/12 BY SERVICE MANAGER AND THEIR MECHANIC, COULDN'T FIND ANYTHING, ADVISED THE PROBLEM, ADVISED GENERAL MOTORS, AND THEY ADVISED SERVICE MANAGER, CAR IS SAFE TO DRIVE. SEE ATTACHED FORMS - CAR STILL ISN'T FIXED AS OF 1-17-13 —

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.

[redacted]
READER

WV [redacted]

Bell Chevrolet, Inc.
600 Chelsea Street
Sistersville, WV 26175
(304) 652-3541 Fax: (304) 652-1765

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/30/12	12	CHEVROLET	MALIBU	1G1ZC5E04CF[redacted]	41242	7603	7608	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
09/16/11	05/30/12	09	00:00			01	05/30/12

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
112219		[redacted]		BLACK 1

========== REPAIR LINE 001 ==========
CUSTOMER STATES WHEN HE GETS TO THE TOP OF A STEEP HILL, STARTS DOWN OTHER SIDE AND MAKES A SHARP RIGHT OR LEFT TURN HIS BRAKE PEDAL GOES HALF WAY TO FLOOR (BUT HE DOES NOT LOOSE BRAKES) AND HE HEARS A CRACKING NOISE. HE ALSO STATES IF HE SLOW TO 6 OR 7 MPH BEFORE DESCENDING AND TURNS TO LEFT OR RIGHT, IT DOES NOT MAKE THE CRACKING NOISE I DROVE VEHICLE. I COULD NOT HEAR ANY NOISES, AND DID NOT HAVE ANY ISSUES WITH THE BRAKE PEDAL.
NO ACTION TAKEN.
Bill Code - W

========== REPAIR LINE 002 ==========
CUSTOMER REQUESTED OIL CHANGE.
OIL-LUBE AND FILTER COMPLETE. CHECKED BELTS, HOSES, AIR FILTER. CHECKED AND ADJUSTED TIRE PRESSURE. TOPPED OFF FLUIDS.
Bill Code - C

01	LUBE OIL & FILTER	6 M A		5.00
		Total Labor		5.00
GM	12605566	FILTER	1	8.00
GM	19293000	OIL	5	20.00
		Total Parts		28.00
		Total Line		33.00

========== REPAIR LINE 003 ==========
VEHICLE HAS 7,603 MILES ON IT. SUGGESTED TIRE ROTATION IF IT HAS NOT BEEN DONE.
CUSTOMER AGREED, COMPLETED TIRE ROTATION AND RE-LEARN THE SENSORS.
Bill Code - C

.	LABOR CHARGE	6 M A	20.40
		Total Labor	20.40
		Total Line	20.40

Payment Type - 01 CASH 56.60

Pd [redacted] 56.60

Thank you for your Business

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE
>

LABOR AMOUNT	25.40
PARTS AMOUNT	28.00
MISC. SALES	
MATERIALS	
TOTAL CHARGE	53.40
DEDUCTIBLE	
SALES TAX	3.20
OTHER PAY	
CUSTOMER PAY	56.60

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[redacted]

READER WV [redacted]

Bell Chevrolet, Inc.
600 Chelsea Street
Sistersville, WV 26175
(304) 652-3541 Fax: (304) 652-1765

CUSTOMER COPY PAGE 1

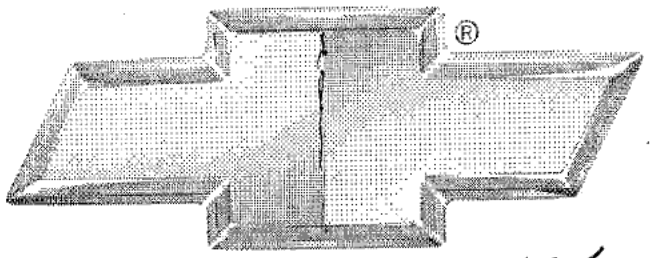
DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/23/12	12	CHEVROLET	MALIBU	1G1ZC5E04CF[redacted]	41242	10383	10383	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
09/16/11	08/23/12	09	00:00			00	08/23/12

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
113000		[redacted]		BLACK 1

========== REPAIR LINE 001 ==========
CUSTOMER STATES THE CAR IS MAKING A CRACKING NOISE WHEN TOPPING A STEEP HILL, STARTS DOWN THE OTHER SIDE AND MAKES A SHARP TURN TO THE LEFT OR RIGHT. IF HE SLOWS TO 6 OR 7 MPH BEFORE DECENDING AND MAKING THE TURN IT DOES NOT MAKE THE NOISE.
I REMOVED THE FRONT CRADLE BODY MOUNT BOLT WASHERS AND MODIFIED PER
PIC5654A: POP SNAP CREAK CLUNK TYPE NOISE HEARD FROM UNDER BODY ON BRAKING TURNING DRIVING ON UNEVEN ROAD SURFACE.
Bill Code - W

MAIN 9-30-12
OUT
APPROX 10:00 AM 12:00



PROBLEM REPLICATED ON 10/3/12 BY THE SERVICE MANAGER AND BELL CHEVROLET MECHANIC

Thank you for your Business

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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[redacted]

READER WV [redacted]

Bell Chevrolet, Inc.
600 Chelsea Street
Sistersville, WV 26175
(304) 652-3541 Fax: (304) 652-1765

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/22/12	12	CHEVROLET	MALIBU	1G1ZC5E04CF[redacted]	41242	11843	13782	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
09/16/11	12/03/12	09	00:00	[redacted]		00	12/03/12

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
113469		[redacted]		BLACK 2

========== REPAIR LINE 001 ==========
CUSTOMER STATES THE BRAKE PEDAL IS STILL DROPPING DOWN WHEN DRIVING INTO A TURN.
I FOUND THE STEERING WHEEL POSITION SENSOR DEFECTIVE.
I REPLACED THE STEERING WHEEL. (THE STEERING WHEEL POSITION SENSOR IS NOT AVAILABLE SEPARATELY). CUSTOMER CALLED BACK WHEN THEY RETURNED HOME--THIS DID NOT CORRECT THE CUSTOMER CONCERN. HE IS CONTACTING GM TO DISCUSS THIS ISSUE. ,AH/TSM
Bill Code - W
GM 25933396 COLUMN 1
Total Parts
Total Line

========== REPAIR LINE 002 ==========
TIRE PRESSURE WAS 31 LBS COLD. CALIPERS ARE WORKING PROPERLY. BRAKES ARE WEARING EVENLY. STRUTS ARE TIGHT. BOLTS ON A-FRAME ARE TIGHT. RUBBUER BUSHINGS ON UPPER AND LOWER CONTROL ARMS ARE GOOD. ROTORS ARE WEARING EVENLY. NO VISIBEE DAMAGE. NO PARTS MISSING. PM/AB
Bill Code - SP
. 'LABOR CHARGE 23 M.A
Total Labor
Total Line

========== REPAIR LINE 003 ==========
TECH TOOK SNAPSHOTS WITH TECH TOOL. DATA COLLECTED FROM TECH TOOL WAS SENT TO GM TO ANALYZE. GM DID NOT FIND ANY PROBLEMS WITH VEHICLE AT THIS TIME. GM DOES NOT HAVE ANY SPECIAL BULLETINS REGARDING THE CUSTOMER COMPLAINT AT THIS TIME. PM/AB
Bill Code - W

Thank you for your Business

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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[redacted]
READER, W. V. [redacted]

CHARLESTON WV 250

22 JAN 2013 PM 1 L

U.S. DEPARTMENT OF TRASPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
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