


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

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>	<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	FOR AGENCY USE ONLY 100148	
	Date Received <b>JAN 11 2013</b> 03-DEC-2012	Repository <input type="checkbox"/> Reference No. 10487196	
<b>OWNER INFORMATION (Type or Print)</b>		Daytime Telephone Number	E-mail Address
Name <span style="background-color: black; color: black;">[REDACTED]</span>		[REDACTED]	
Address <span style="background-color: black; color: black;">[REDACTED]</span>		Evening Telephone Number	
City HOUSE SPRINGS	State MO	Zip Code <span style="background-color: black; color: black;">[REDACTED]</span>	
<i>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).</i>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make CHEVROLET	Model MALIBU
		Model Year 2008	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
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) 01-OCT-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage 52000	Failure Speed 0
<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: DOTMAL9ABC036)	<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> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		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 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT SHE REFUELED THE VEHICLE AND ONCE THE VEHICLE WAS RESTARTED, THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS HOWEVER, THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE. THE CONTACT THEN TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC WHERE THEY ADVISED HER THAT THE FUEL CAP NEEDED TO BE REPLACED. THE FUEL CAP WAS REPLACED HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 52,000. THE CURRENT MILEAGE WAS APPROXIMATELY 54,000. THE VIN WAS UNAVAILABLE.			
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.			

CUSTOMER #: 13347

201450

\*INVOICE\*



1507 McNutt Street · Herculaneum, MO 63048  
(636) 931-0055 · Toll-Free: (888) 937-0055  
www.sapaugh.com

HOUSE SPRINGS, MO  
HOME  
BUS:

CONT:  
CELL:

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SERVICE ADVISOR: 976 MARK KALTENBRONN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	08	CHEVROLET MALIBU	1G1ZG57B58F		54688/54688	T7653	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14DEC07 IS							
19MAR11 DD			WAIT 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS: STK:117238					

08:55 07DEC12 12:54 07DEC12  
ENG:2.4\_Liter\_MFI\_DOHC\_HO\_ECOTEC 1)XZILON

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A EMISSION INSPECTION  
MAINT MAINTENANCE

379	CPS				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

54688 DID NOT PERFORM EMISSION TEST DUE TO CHECK ENGINE LIGHT WAS ON- OWNER TO RETURN

B PERFORM COMPLETE FUEL SERVICE

CFS PERFORM COMPLETE FUEL SERVICE							
379	CPS				139.95	139.95	
1	2950 COMP FUEL				63.64	63.64	
PARTS:	63.64	LABOR:	139.95	OTHER:	0.00	TOTAL LINE B:	203.59

54688 complete fuel system service

C PERFORM ON A ROLL INSPECTION

OAR PERFORM ON A ROLL INSPECTION							
379	IFM					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D\*\* ADD ON OPERATION 12/7/12 MK 945AM,CHECK ENGINE LIGHT CAME ON WHEN PULLING INTO BAY-CK AND ADVISE

CAUSE: scan engine, found p0171 lean code stored-check and found fuel trim l.t at 28% and r/r air intake box and found everything hooked up and unplug

J0251 INTAKE MANIFOLD GASKET REPLACEMENT							
379	WS					(N/C)	
OLH OTHER LABOR HOURS							
379	WS					(N/C)	
4	24455112 GASKET					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

54688 scan engine, found p0171 lean code stored-check and found fuel trim l.t at 28% and r/r air intake box and found everything hooked up and unplugged maf sensor and it did not correct fuel trim. sprayed intake with brake clean and fuel trim went way negative. r/r intake and

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: "I hereby authorize the repair work hereinafter to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS Monday - Friday 6:30 a.m. to 9:00 p.m.  Saturday 7:30 a.m. to 4:00 p.m.	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

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HOUSE SPRINGS, MO

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HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<p>found 2 runner seals warped and rolled over replaced intake gaskets and r/r fuel rail and checkec injector cup seals and injector seals and are good. cleaned injector pockets out in head and reassembled and had engine running with maf unplugged and air intake box off and fuel trim was 4%. assembled air intake box and plugged maf sensor in and fuel trim went up to 20% and test drove and still too high. unplugged maf sensor and fuel trim went to 0%. r/r maf sensor and it had fuzzi and dirt on it. cleaned ,maf sensor and now fuel trim numbers are good.            ---USED J0251 AND 1.1 TO REPLACE INTAKE MANIFOLD GASKETS AND 0.5 OLH TO SCAN, TEST AND DIAGNOSE VACUUM LEAK, CLEAR CODE</p> <p>*****</p>							

CK# [REDACTED]

**PAID**

DEC 07 2012

By AB

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE:** "I hereby authorize the repair work hereinafter to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

**DISCLAIMER OF WARRANTIES.** Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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TOTAL CHARGES	203.59
LESS INSURANCE	.00
SALES TAX	6.27
<b>PI FASE PAY</b>	