

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received

Repository

01-APR-2014

Reference No.
10576186

OWNER INFORMATION (Type or Print)

Name [Redacted]

Address [Redacted]

City GREENSBORO

State NC

Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address [Redacted]

Evening Telephone Number [Redacted]

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
1G1ZU64824F [Redacted]

Make CHEVROLET

Model MALIBU MAXX

Model Year 2004

Date Purchased 7/7/04

Dealer's Name and Telephone Number GARY LANGR Chev. 815-385-2100

Engine: No: Cylinders 6

Fuel Type: GAS

Original Owner

Dealer's City Me Henry

State FL Zip Code 60050

Transmission Type V6

Antilock Brakes
 Cruise Control

Powertrain Engine & 4 speed trans. power

Multiple Failure: Eng. ne shut off

Incident Date(s) 01-MAR-2010 35-40 mph

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS Driver seat frame
Broken - Loss of power steering. Repair Install new throttle body assembly.

Failure Mileage 67987

Failure Speed 20-25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
 DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
 Tire Component Code [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
 Seat Type: DRIVER Installation System: [Redacted]
 Child Seat Component Code: [Redacted] Failed Part: Driver seat broken frame

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No
 Number of Persons Injured 0 Number of Deaths 0 Reported to Police 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 2004 CHEVROLET MALIBU. THE CONTACT STATED THAT THE DRIVERS SIDE SEAT FRAME WAS FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN VERIFIED THE FAILURE AND STATED THAT THE SEAT FRAME NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 67,987 AND THE CURRENT MILEAGE WAS 95,000. I paid \$250 for the repair (a replacement) of the seat frame. This was correct.

Towed - non responsive throttle - I paid \$428.50 for the Steering/loss of power throttle body assembly.

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 2208450

90790

Bill Black

INVOICE



GREENSBORO, NC

PAGE 1

601 E. BESSEMER AVENUE, GREENSBORO, NC 2740
MAIN: (336) 275-9641 · SERVICE: (336) 387-3620
www.billblackauto.com

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

SERVICE ADVISOR: 4958 DREW DONALDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	04	CHEVROLET MALIBU	1G1ZU64824F [REDACTED]		67089/67089	T1133	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP04 DD			WAIT 26JAN10		VARIES	MCV	26JAN10
R.O. OPENED	READY	OPTIONS: ENG:3.5 LITER SFI					

15:12 26JAN10	15:54 26JAN10	LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES POWER STEERING INOPERATIVE AT TIMES, REPORT C66 CHECKED AND FOUND CODES C0545, C0460. STEERING WHEEL POSITION SENSOR FAULTY, STEERING TORQUE INPUT SENSOR FAULTY. QUOTED CUST \$630. DECLINED

4150	C66	0.50				34.00	34.00
------	-----	------	--	--	--	-------	-------

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER
GM CUSTOMER SATISFACTION
1-800-222-1020

							3.15
--	--	--	--	--	--	--	------

4/1/14
complaint filed against GM
case - steer lane
71-80151118
seat 105 76186

Maria
866-790-5600
x 32536

It took 15-20 calls to have this matter taken care of

BILL BLACK CHEVROLET CAD
601 E BESSEMER AVE
GREENSBORO, NC 27405
336-275-9641
K U 8014096930
TID 0031940000501407693000
January 26, 2010 16:09:29
Invoice #: 011 Batch #: 355

VISA SALE

Card Number: XXXXXXXXXX 171008
Exp. Code: 3 / 15
I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (PERCENTAGE AGREEMENT IF CREDIT VOUCHER)
THANK YOU
HAVE A NICE DAY
CUSTOMER COPY

made by the manufacturer. The seller, expressly disclaims all warranties, either merchantability or fitness for a particular use, neither assumes nor authorizes any with the sale of this item/items.

OR ARTICLES LEFT IN CARS IN CASE R CONTROL. NOT RESPONSIBLE FOR THE.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	34.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.15
TOTAL CHARGES	37.15
LESS INSURANCE/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	37.15

CUSTOMER #: 2208450

93336

Bill Black

INVOICE



GREENSBORO, NC

PAGE 1

601 E. BESSEMER AVENUE, GREENSBORO, NC 274
MAIN: (336) 275-9641 · SERVICE: (336) 387-362
www.billblackauto.com

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

SERVICE ADVISOR: 4958 DREW DONALDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	04	CHEVROLET MALIBU	1G1ZU64824F [REDACTED]		67987/67987	T720	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP04 DD			18:00 08MAR10		VARIES	MCV	08MAR10
R.O. OPENED	READY	OPTIONS: ENG:3.5_LITER_SFI					
07:53 08MAR10	15:55 08MAR10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSTALL	SOP	DRIVER SEAT FRAME	- SEE TIM P.			
CAUSE: L-F SEAT FRAME IS BROKEN AT WELD.							
C6602 DRIVER OR PASSENGER SEAT BACK CUSHION							
FINISH PANEL REPLACEMENT							
4954 GW1 1.70							
1 15850047 FRAME							(N/C)
FC: 6017							(N/C)
PART#: 15850047							
COUNT: 2							
CLAIM TYPE:							
AUTH CODE: A							

CUSTOMER PAY DEDUCTIBLE FOR LINE A 150.00
 67987 REPLACED SEAT FRAME. GOODWILL ADJUSTMENT ASST# 71-801851118
 HAD MULTIPLE PROBLEMS SAFETY CONCERN \$150 DEDUCTIBLE

601 E BESSEMER AVE
 GREENSBORO, NC 27405
 336 275 9641
 MID 8014096930
 110 0031940000001409693001
 March 08, 2010 15:46:42
 Invoice # 003 Batch #: 352

VISA MOTO

Card Number: XXXXXXXXX [REDACTED]
 V-CODE Response: M = Match
 AVS Response: Y = Street Match
 Approval Code: 092610
TOTAL : \$ 150.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

THANK YOU
 HAVE A NICE DAY
 CUSTOMER COPY

hereby are those made by the manufacturer. The seller, INC., hereby expressly disclaims all warranties, either d warranty of merchantability or fitness for a particular CADILLAC, INC., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OR ANTI-FREEZE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	150.00
TOTAL CHARGES	150.00
LESS INSURANCE/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	150.00

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED _____
 CUSTOMER SIGNATURE

CUSTOMER #: 2208450

92158

Bill Black

INVOICE



601 E. BESSEMER AVENUE, GREENSBORO, NC 2740
MAIN: (336) 275-9641 · SERVICE: (336) 387-3620
www.billblackauto.com

PAGE 1

GREENSBORO, NC

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 4958 DREW DONALDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	04	CHEVROLET MALIBU	1G1ZU64824F [REDACTED]		67568/67568	T8810	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP04 DD			18:00 18FEB10		VARIES	MCV	18FEB10
R.O. OPENED	READY	OPTIONS: ENG:3.5_LITER_SFI					
07:34 18FEB10	17:21 18FEB10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A POWER STEERING INOPERATIVE AT TIME, FOUND CODES, C0545, C0460.

REPLACE STEERING COLUMN ASSEMBLY

CAUSE: CODES C0545,C0460.STRG COLUMN SHORTING OUT

E7680 STEERING COLUMN REPLACEMENT

4339 WGW2 1.60

1 25933396 COLUMN

FC: 6579

PART#: 25933396

COUNT: 1

CLAIM TYPE:

AUTH CODE:

10576177
safercar.gov

(N/C)

(N/C)

CUSTOMER PAY DEDUCTIBLE FOR LINE A

150.00

67568 REPLACED STRG COLUMN, HAS ADJ PEDALS. 1.1 + .3 DIAG + .2 ADD GOODWILL ADJ PER LEE TUCKER, JR-CUSTOMER ASKED FOR ASSISTANCE. CASE NO.71-80185118 CUSTOMER PAYS 150.00 DEDUCTIBLE ON THIS REPAIR ORDER, INCLUDING TAX. WILL PAY 150.00 WHEN ORDERED PARTS ARRIVE FOR SEAT REPAIR.

B DRIVER SEAT IS OFF CENTER, LOOSE.

CAUSE: ORDERED PART

NC NO CHARGE

4954 WGW1 0.00

(N/C)

FC: PART#: 15826467 COUNT: 0

CLAIM TYPE:

AUTH CODE:

BILL BLACK CHEVROLET CAD
601 E BESSEMER AVE
GREENSBORO, NC 27405
336-275-9641
MID 8014096950

TID 0031940000801409693001
February 18, 2010 17:45:42
Invoice #: 007 Batch #: 340

VISA MOTO

Card Number: XXXXXXXXXX [REDACTED]
V-CODE Response: H - Match
AVS Response: Y - Street Match
Approval Code: 062820
TOTAL :\$ 150.00

facturer. The seller, I warranties, either less for a particular nor authorizes any item/items.

I IN CARS IN CASE RESPONSIBLE FOR

ER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	150.00
TOTAL CHARGES	150.00
LESS INSURANCE/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	150.00

Any warranties on the item/item: BILL BLACK CHEVROLET CADII express or implied, including any purpose, and BILL BLACK CHEV other person to assume for it any

NOT RESPONSIBLE FOR LOSS (OF FIRE, THEFT OR ANY OTHE DAMAGE FROM FREEZING DUE

I ACKNOWLEDGE RECEIPT OF THE F

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)

THANK YOU
HAVE A NICE DAY
CUSTOMER COPY

DAVIS GARAGE INC.

300 S Martin Luther King Drive
 Winston-Salem, N. C. 27101
 336-725-1341

Invoice

Number: 3097

Date: June 28, 2010

Bill To:

2004 CHEVY MALIBU MAXX

Contact:

[Redacted Contact Information]

YEAR & MAKE	BODY STYLE	VIN. NUMBER	MILEAGE	TAG OR UNIT #	TECHNICIAN
2004 CHEVY	MALIBU MAXX	1G1ZU64824F [Redacted]	70869	NC/ZNZ-7106	CHARLES

Part Number	Description	Quantity	Price each	Tax	Amount
12582616	THROTTLE BODY ASSEMBLY	1.00	282.28	✓	282.28
LABOR	LABOR TO DIAGNOSE REDUCED POWER CONDITION AND INSTALL NEW THROTTLE BODY ASSEMBLY	1.50	75.00		112.50
SHOP	SHOP FEE	1.00	11.84		11.84

300 S MARTIN LUTHER KING
 WINSTON-SALEM, NC 27101
 Merchant ID: 4500 Ref ID: 0003

Phone Order

***** [Redacted] *****
 VISA Entry Method: Manual
 Total: \$ 428.50
 06/28/10 12:29:29
 Inv #: 003097 Appr Code: 009C
 Apprvd: Online Batch: [Redacted]
 AVS Code: EXACT MATCH Y
 CVV2 Code: MATCH M

*1st day of vacation
 - 30 minutes from home
 and nothing happened
 when we pushed the
 accelerator pedal -
 just lost the power.
 Had to be towed
 from highway to this shop.*

Sub-Total	\$406.62
Sales Tax 7.75% on 282.28	21.88
Total	\$428.50

PAID
 C A
 C H
 C C

Customer Copy
 THANK YOU!