 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><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>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 19-MAY-2014 061 07 2014</p>	<p>Repository <input type="checkbox"/></p>		
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>Reference No. 10592459</p>		
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>		
<p>City DARIEN</p>	<p>State IL</p>	<p>Zip Code [REDACTED]</p>			
<p><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></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZT58N08F [REDACTED]</p>		<p>Make CHEVROLET</p>	<p>Model MALIBU</p>	<p>Model Year 2008</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 18-MAY-2014</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 100000 POWER TRAIN, BRAKES (PWS)</p>			<p>Failure Mileage 70000</p>	<p>Failure Speed</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></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><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></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><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></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><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).</p>					
<p>TL* THE CONTACT OWNS A 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT THE VEHICLE WAS SECURED IN PARK BUT WOULD NOT REGISTER THE PARKING GEAR. THE VEHICLE BEGAN TO ROLL AWAY WHILE THE GEAR SHIFTER WAS IN THE PARKING POSITION. THE VEHICLE WAS NOT TAKEN TO A DEALER OR MECHANIC FOR INSPECTION. THE CONTACT CALLED THE DEALER AND WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER 12V460000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 70,000.</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 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.</p>					

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

AS THE REPORT STATES, I CONTACTED THE DEALER WHO STATED THAT MY VIN WAS NOT INCLUDED IN THE POWER TRAIN RECALL. THEREFORE, I HAD NO CHOICE BUT TO GET THE <sup>CAR</sup> FIXED. I PAID FIRESTONE \$258.56 TO FIX MY CAR, AND NOW I RECEIVED A RECALL NOTICE. I WOULD LIKE TO BE REIMBURSED FOR THE AMOUNT I HAD TO PAY. I HAVE INCLUDED A COPY OF MY INVOICE. I CAN BE REACHED AT [REDACTED] OR [REDACTED]. PLEASE LET ME KNOW IF YOU NEED ANY ADDITIONAL INFORMATION AND WHAT NEXT STEPS SHOULD BE TAKEN. THANK YOU,

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

CARDI STREAM  
IL 601  
22 SEP '14  
PM 7 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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

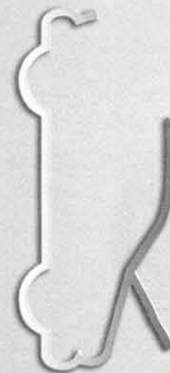
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**safercar.gov**

**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**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



INVOICE

Org. Est. # [REDACTED]

LISLE: 5604 South Route 53 - 630-515-8700  
WESTMONT: 24 East 63rd Street - 630-515-0400  
WESTMONT: 27 E. 63rd Street - 630-971-3944

HIGHLAND: 10438 Indianapolis Blvd. - 219-924-0300  
MERRILLVILLE: 2070 W. 81st Ave. (US 30) - 219-769-3001  
BRADLEY: 161 S. Kinzie (Rt. 50) - 815-929-0300  
PALATINE: 1747 N. Rand Road - 847-776-0170

Print Date : 05/21/2014

INVOICE

2008 Chevrolet - Malibu Classic LS

3.5L, V6, VIN (N)

Lic # : [REDACTED]

Odometer In : 76857

Unit # : DOP 08/07

Vin # : 1G1ZT58N08F [REDACTED]

Hat # :

[REDACTED]  
DARIEN, IL [REDACTED]  
Spouse [REDACTED] Ext TER ---- Cellular [REDACTED] xt  
Cust ID : [REDACTED] Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
Shift Control Cable	1.00	45.61	45.61	**CONCERN** 1 - Customer can not shift out of drive. Customer states before concern happened it was having a hard time going into park. Thinks it may be a transmission cable based on research online.	
Shop Supplies		13.65	13.65	**CAUSE** 1 - We found a failed shift control cable.	
				**CORRECTION** 1 - We replaced the shift control cable. The vehicle is shifting good now.	
				**COMMENTS** THANK YOU FOR CHOOSING FIRESTONE OF WESTMONT!	
				SHIFT CONTROL CABLE - Remove & Replace	195.00
				**** Recommendations ****	
				Recommend Tires , Struts and shocks	

[ Technicians : Bickler, Ryan; Hannah, Rick ]

Org. Estimate \$258.56    Revisions \$0.00    Current Estimate \$ 258.56    Additional Cost    Revised Estimate

Labor:	195.00
Parts:	59.26
Sublet:	0.00
-----	
Sub:	254.26
Tax:	4.30
Total:	258.56
Bal Due:	\$0.00

[ Payments - American Express - \$258.56 ]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

FIRESTONE OF WESTMONT  
24 E 63RD ST  
WESTMONT, IL 605590000

05/21/2014 16:25:47  
Merchant ID: 00000000914645  
Terminal ID: 02558693  
311995641

CREDIT CARD

AMEX SALE

CARD # XXXXXXXXXXXX [REDACTED]  
INVOICE 0009  
Batch #: 001372  
Approval Code: 525419  
Entry Method: Swiped  
Approved: Online  
SALE AMOUNT \$258.56

CUSTOMER COPY