

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 30-OCT-2014 DEC 18 2014		Repository ☐ Reference No. 10651397	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
SANFORD		NC		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
1G1ZH57B594			CHEVROLET		MALIBU
Date Purchased		Dealer's Name and Telephone Number		Model Year	
2/28/11		JLS / Chrysler Dodge Jeep 919-775-5588		2009	
Original Owner		Dealer's City		Engine:	
☐		Sanford		No: Cylinders	
		State		Fuel Type:	
		NC		87	
Zip Code		27330			
Transmission Type		Antilock Brakes		Incident Date(s)	
		☒		01-JAN-2014	
Cruise Control		Powertrain		Multiple Failure:	
☒		✓		✓	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				-120000	
				115,590	
				Failure Speed	
				70	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2009 CHEVROLET MALIBU. THE CONTACT STATED THAT THE POWER STEERING FAILED AND THE VEHICLE STALLED. THE CONTACT INDICATED THAT THE STEERING WHEEL HAD BECOME TIGHT AND EXTREMELY DIFFICULT TO TURN. THE VEHICLE WAS MERGED TO THE SIDE OF THE ROAD WHERE THE VEHICLE WAS RESTARTED AFTER SEVERAL ATTEMPTS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER. THE TECHNICIAN DIAGNOSED THAT THE STEERING COLUMN AND THE FUEL PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP WHO REPLACED THE STEERING COLUMN. THE VEHICLE WAS REPAIRED. THE VEHICLE WAS NOT INCLUDED IN RECALL NHTSA CAMPAIGN NUMBER: 14V153000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 120,000.					
115,590					
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.					

2009 Chevy Malibu

2/28/11 purchased used 60,283 miles

12/01/13 New battery

Car cut off at stop light, in traffic, on highway, no warning

01/07 - 01/08/14 started having trouble

Wilkinson

01/09/14

115,622

} trouble shoot
diagnostic

midway

01/23/14

midway

→

01/28/14

115,973

repair

other
issue

→

09/26/14

head light repair

→

11/20/14

128,241

purchase a used TRANSMISSION

TITLE APPLICATION

VEHICLE SECTION

YEAR 2009	MAKE CHEVROLET	BODY STYLE MALIBU	SERIES MODEL 4DR SDN LT W/1L	VEHICLE IDENTIFICATION NUMBER 1G1ZH57B594 [REDACTED]	FUEL TYPE GAS
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OWNER SECTION

Owner 1 ID # [REDACTED]	Full Legal Name of Owner 1 (First, Middle, Last, Suffix) or Company Name [REDACTED]
Owner 2 ID # [REDACTED]	Full Legal Name of Owner 2 (First, Middle, Last, Suffix) or Company Name [REDACTED]
Residence Address (Individual) Business Address (Firm) [REDACTED]	
City and State SANFORD NC	Zip Code [REDACTED] Tax County LEE
Mail Address (if different from above) [REDACTED]	

LIEN SECTION

FIRST LIEN		SECOND LIEN	
Date of Lien 02/28/11	ACCOUNT #	Date of Lien	ACCOUNT #
Lienholder ID#	Lienholder Name FIFTH THIRD BANK	Lienholder ID#	Lienholder Name
Address PO BOX 997548 City SACRAMENTO State CA Zip Code 95899-0000		Address City State Zip Code	

CHECK Appropriate Block/s

☐ Title Only -- Vehicle Not in Operation	☐ Exchanged Plate No. _____
☐ Title and License Class of License _____	☐ Replaced Plate No. _____
☐ Plate No. Transferred _____ Expiration Date _____	☐ Truck Weight desired _____

ODOMETER READING

60,283

I certify for the motor vehicle described above that I have financial responsibility as required by law.

NATIONWIDE Insurance company authorized in N.C. [REDACTED] Policy Number

Date First Operated in N.C.	State of Last Registration	Passenger Capacity	N.C. Dealer No. [REDACTED]	Empty Weight	Combined Gross Weight of Truck or Truck-Tractor with Trailer
Purchased ☐ New ☒ Used	Purchased for Use in N.C. ☒ Yes ☐ No	From Whom Purchased (Name and address) US 1 CHRYSLER DODGE JEEP		Purchase Date 02/28/11	
Is This Vehicle Leased? If Yes, Attach Form 330	☐ Yes ☐ No	Equipment #	SALES PRICE \$8,131.85		

DISCLOSURE SECTION

STATE OF NORTH CAROLINA DAMAGE DISCLOSURE STATEMENT

Q1, Q4 APPLICABLE ONLY TO VEHICLES
UP TO FIVE (5) MODEL YEARS OLD

DATE 02/28/11
YEAR 2009 MODEL MALIBU
MAKE CHEVROLET
BODY STYLE 4DR SDN LT W/1L
V.I.N. 1G1ZH57B594 [REDACTED]

STATE LAW REQUIRES THAT
EVERY SELLER DISCLOSE TO
THE BUYER IF HE KNOWS OR
REASONABLY SHOULD KNOW,
THE INFORMATION LISTED
BELOW. FAILURE TO DO SO WILL
RESULT IN CIVIL LIABILITY.

1. Has this vehicle been damaged by
collision or other occurrence to the
extent that damages exceed 25% of
its value at the time of the collision or
other occurrence?

☐ YES ☒ NO

If yes, list parts that were damaged.

2. Was this vehicle a salvage motor
vehicle?* (any model year)

☐ YES ☒ NO

If yes, in which state was it titled?

3. Is this vehicle a flood vehicle?*
(any model year)

☐ YES ☒ NO

4. Is this vehicle a recovered theft
vehicle?

☐ YES ☒ NO

If yes, list parts that were damaged.

5. Has this vehicle been reconstructed?*

☐ YES ☒ NO

I declare [REDACTED] on is
true to the

CUSTOMER #:

INVOICE


 1301 Douglas Drive · P.O. Box 1088
 Sanford, NC 27331-1088

919-775-3421

www.wilkinsoncars.com · Fax 919-774-3239

SANFORD, NC

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 418 DAVID IVEY

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK	09	CHEVROLET MALIBU		1G1ZH57B594		115622/115622	T240	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
04MAR09 IS			15:30 15JAN14			VISA	15JAN14	
15JAN14 DD								

R.O. OPENED READY OPTIONS:

09:28 15JAN14 16:46 15JAN14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A STEERING WHEEL IS HARD TO TURN AT TIMES. WARNING LIGHT COMES ON AND OFF

 CAUSE: c0545 steering wheel torque input sensor c0460 steering wheel
 position sensor needs colum and motor

 Q23 NEEDS STEERING COLUMN \$611.18 AND STEERING
 MODULE \$ 725

PARTS:	0.00	LABOR:	49.00	OTHER:	0.00	TOTAL LINE A:	49.00
115622 c0545 steering wheel torque input sensor c0460 steering wheel position sensor needs colum and motor							

B WILKINSON FREE COURTESY INSPECTION

MP WILKINSON FREE COURTESY INSPECTION

	999	CM	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

Thank you for choosing our service/body shop
 for your vehicle needs. You may receive a
 survey from GM- completely satisfied is our
 passing grade. We appreciate your business.
 Have a Happy and Prosperous New Year in 2014!

diagnostic
1/15/2014

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DESCRIPTION	TOTALS
LABOR AMOUNT	49.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	49.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	49.00

MIDWAY TIRE & AUTO

1518 Westover Dr.
Sanford, NC. 27330

Phone - 919-774-1944 Fax - 919-774-1984

Copy

ESTIMATE #



ESTIMATE FOR SERVICES

Estimate Date : 01/23/2014

2009 Chevrolet - Malibu LT

Lic # :

Odometer In: 0

Unit # :

VIN # :

Cust Id:

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - In-Line4 22837369	1.00	480.00	480.00	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Remove & Replace - [NOTE: Labor times listed are for R&R only and DO NOT include diagnosis time.] - [Includes: Programming.]	82.50
STEERING COLUMN - In-Line4 25933396	1.00	366.18	366.18	STEERING COLUMN - Removal & Installation	150.00
Shop Supplies			20.00	Enviromental fees	5.23

Estimate

Parts : \$ 866.18

Labor : \$ 237.73

Tax : \$ 60.63

Total : \$ 1,164.54

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 vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ___. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

SIGNATURE.....

Date..... Time.....

Copy

MIDWAY TIRE & AUTO
1518 Westover Dr.
Sanford, NC. 27330
Phone - 919-774-1944 Fax - 919-774-1984

INVOICE

INVOICE

Print Date : 01/28/2014



Sanford, NC [Redacted]
Home [Redacted] --- Office [Redacted] Ext CELL
Cust ID : [Redacted] Ref # :

2009 Chevrolet - Malibu LT
2.4L, In-Line4, VIN (B)
Lic # :
Unit # : BLACK
Vin # : 1G1ZH57B594 [Redacted]
Hat # :

Odometer In : 115973

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
STEERING COLUMN				STEERING COLUMN - Removal & Installation	150.00
WK-25933396	1.00	366.18	366.18		
Shop Supplies		20.00	20.00	Enviromental fees	3.38



[Technicians : JONES, TRAVIS; DOWLER, CRAIG]

Org. Estimate	\$566.59	Revisions	\$0.00	Current Estimate	\$ 566.59	Additional Cost	Revised Estimate	Labor:	153.38
								Parts:	386.18
								Sublet:	0.00
								Sub:	539.56
								Tax:	27.03
								Total:	566.59
								Bal Due:	\$0.00

[Payments - American Express - \$566.59]

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 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.

SIGNATURE..... Date..... Time.....

Written By: <none>

Copy

MIDWAY TIRE & AUTO

1518 Westover Dr.

Sanford, NC. 27330

Phone - 919-774-1944 Fax - 919-774-1984

INVOICE

INVOICE

Work Completed Date : 09/26/2014

Print Date : 09/26/2014

Sanford, NC

Home Office CELL

Cust ID :

2009 Chevrolet - Malibu LT - 2.4L, In-Line4 (146CI)

Lic # : -

Odometer In : 127182

Unit # :

Vin # : 1G1ZH57B594

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
9004 HEADLIGHT BULB				HEADLAMP ASSEMBLY (COMPLETE) -	71.36
9004	1.00	7.90	7.90	Remove & Replace - One Side - [DOES NOT	
HARNES				include alignment]	
WLK-15930264	1.00	45.58	45.58	Enviromental fees	1.61
BULB					
AD-H9	1.00	24.97	24.97		
BULB					
AD-H11	1.00	24.97	24.97		
Shop Supplies		8.74	8.74		

DRIVER side head light out

(works on high beam only) *copy*

Org. Estimate \$ 62.69 Revisions \$ 0.00 Current Estimate \$ 62.69

Labor:	72.97
Parts:	112.16
Sublet:	\$0.00
Sub:	185.13
Tax:	7.85
Total:	192.98
Bal Due:	\$0.00

[Payments - American Express - \$192.98]

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.

Signature _____ Date _____ Time _____

MIDWAY TIRE & AUTO

1518 Westover Dr.
Sanford, NC. 27330
Phone - 919-774-1944 Fax - 919-774-1984

INVOICE

INVOICE

Print Date : 11/20/2014

Sanford, NC
Home --- Office CELL
Cust ID :

2009 Chevrolet - Malibu LT - 2.4L, In-Line4 (146CI)
Lic # : -
Unit # :
Vin # : 1G1ZH57B594
Hat # :
Odometer In : 128241
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extender
USED TRANSMISSION W/47K WARRANTY	1.00	1,935.00	1,935.00	TRANSAXLE ASSEMBLY - Remove & Replace - In-Line4 - [Includes: Perform Relearn Procedure.]	547.10
ATF TRANSMISSION FLUID	8.00	4.68	37.44	(Combination) - CONVERTER - Drain & Test All Applicable Models	0.00
OIL				Enviromental fees	12.31
Shop Supplies		20.00	20.00		

*purchase
used Transmission
11/20/2014 128241*

Org. Estimate \$ 1.07 Revisions \$ 2,692.52 Current Estimate \$ 2,693.59

Revision # 1, Previous Estimate Amount: 1.07, Additional Cost: 2692.52, Revised Estimate: 2693.59, Parts: \$1958.40 Labor: \$562.96 Sublet: \$0.00 Taxes & Fees: \$171.16
Authorized by - Date - 11/17/2014, Time - 8:48 AM, Initiated By - Shop

Labor: 559.4
Parts: 1,992.4
Sublet: \$0.0
Sub: 2,551.8
Tax: 139.4
Total: 2,691.3
Bal Due: \$0.0

[Payments - Cash - \$600.00, Check - \$1,891.32, American Express - \$200.00]

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.

Signature _____ Date _____ Time _____