

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

U.S. Dept. Of Transportation
NHTSA
Office of Defects Investigation
Washington, D.C. 2059

Feb1 2015

To Whom It May Concern;

FEB 10 2015

This information that I am forwarding to you is in regard to ODI #10672006 and the original case number # [REDACTED] filed March 18, 2014. I also have a GM case number [REDACTED]

I believe that a recall should have been issued for my 1999 Malibu ignition switch when GM began the recalls for this problem. The documents that I have sent to you show that as early as 05/26/2005 I began noticing problems with this issue. The electric windows, air conditioning, dash board lights, and headlights would intermittently work. As you can see by attached bills I had to have the car towed several times. However, the mechanics could not recreate the problem. Wiggling and jiggling the key made it work but I did not realize this. I had more problems after the key recall was done. When I took the car to the dealer, the service manager initially told me that it could not be the ignition switch. I insisted they check it, because when I took the car there, many things were not working, windows, a/c, and lights on. I will say he listened to me and was very accommodating. I got good service..

After reading about the issues with GM ignition switches it was a Eureka moment. To make this long saga short, it seems now after many years, the problem is solved. However, I do not think I should have to pay \$508.36 to have this resolved. Especially since the problem was still reoccurring after the key recall 14V400 was done. The issue appears to be fixed after the new ignition was installed. The key now sticks in the ignition but everything else seems to be working. I'm assuming the airbags possibly did not work when windows, etc, were inoperable.

My Malibu is in pristine condition and has 32,000 miles. I love my car, in spite of this issue. I have read on the internet many comments regarding this problem with this year and model car. I hope GM will realize what a safety issue this is and add these cars to the recall or at least reimburse me.

Thank you for the good work you do to keep us safe.

Truly yours,

[REDACTED]
Palm Desert, CA
[REDACTED]NAM
21115
SMD

From: US DOT NHTSA <donotreplyodi@dot.gov>

To: [REDACTED]

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Date: Mon, Jan 12, 2015 4:45 pm

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10672006**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

[REDACTED]

1/13/2015

ODI 10672006

From: NHTSAHotline <NHTSAHotline@telesishq.com>

To: [REDACTED]

Subject: 1999 Chevy Malibu ignition problem ISSUE=[REDACTED] PROJ=12

Date: Wed, Mar 19, 2014 9:02 am

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center **Case:** 1999 Chevy Malibu ignition problem **Case Number:** [REDACTED]

Date: 03/19/2014 **Time:** 12:01:42 **Creation Date:** 03/18/2014 **Creation Time:** 21:21:09

Symptoms: [REDACTED]

Entered on 03/19/2014 at 12:01:42 EDT (GMT-0400) by BOL: -

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 03/18/2014 at 21:21:08 EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED]

Sender Email: [REDACTED]

Subject: 1999 Chevy Malibu ignition problem

Comments: I own a 1999 Chevy Malibu LS purchased new now has 32000 miles. I recently took my car in for service due to what I thought was an alternator problem. The dash lights would come on, electric windows would not work, a/c would go on and off but not consistent. Mechanic I saw Feb 18 told me it was the Ignition switch and by jiggling it the issue would be resolved but would repeat. He told me to see dealer. This model is not in the current recall but I see online that many owners of this model have same complaints, Is my car safe to drive? Would this affect the airbag? I am retired and do not have \$500 for new ignition. Why isn't this model included in the recall? Thank you for keeping us safe.

Contact Information:

[REDACTED]

1/13/2015

ORDI 10672006

GM RECALL CENTER

If a recall has been issued for your GM vehicle, including Chevrolet, Buick, GMC, Cadillac, Pontiac, Oldsmobile, Saturn, HUMMER, or Saab, find it here.

The following recalls have been found for your 1999 Chevrolet Malibu

VIN: 1G1NE52M0XY [REDACTED]

Results last updated: Aug 14, 2014

Recalls and/or programs for your vehicle in which repairs have not been completed are listed below.

Safety & Non-Compliance Recalls

What's this? ()

GM Recall #:
N140350

NHTSA Recall #:
14V400

Date Issued:
Jul 03, 2014

Recall Title:

Unintended Key Rotation (PENDING REMEDY) - * DRIVE WITH A SINGLE KEY ONLY *

Recall Description:

General Motors has decided that a defect which relates to motor vehicle safety exists in 2000-2005 MY Chevrolet Impala and Monte Carlo, 1997-2005 MY Chevrolet Malibu, 1999-2004 MY Oldsmobile Alero, 1998-2002 MY Oldsmobile Intrigue, 1999-2005 MY Pontiac Grand Am, and 2004-2008 MY Pontiac Grand Prix vehicles. If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the run position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash.

Safety Risk Description:

The timing of the key movement out of the run position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes. Until the recall has been performed, it is very important that customers remove all items from their key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

Repair Description:

Dealers are to install two key rings and key cover on all ignition keys free of charge.

8/15/2014

ODI 10672006

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP	CHECK/SET TIRE PSI	MI		00CVZ27POINT	MULTIPOINT INSPECT	MI	

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

STATE REG# 2

[illegible]☐ **RENTAL**

C 00CVZTP **CHECK/SET TIRE PSI**
CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
ON DOOR LABEL PLACARD.

C 000VZ27POINT MULTIPOINT INSPECT
CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

☐ **RENTAL**

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
-------------------------	------------------------	-----------------------

RECEIVED
JUN 10 1964

AUTOMATED NO	☐ PERSON	DATE	TIME
-----------------	---------------------------------	------	------

CONTAINER DO NOT EXCEED 100 LBS. NET WEIGHT		END ARMED 100 LBS. NET WEIGHT		ADDITIONAL 100 LBS. NET WEIGHT	
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CONFIDENTIAL
CONFIDENTIAL
CONFIDENTIAL

1. The first step in the process of identifying a problem is to define the problem. This involves identifying the symptoms of the problem and determining the scope of the problem. Once the problem has been defined, the next step is to identify the causes of the problem. This involves identifying the factors that are contributing to the problem and determining the root cause of the problem. Once the causes of the problem have been identified, the next step is to develop a plan to address the problem. This involves identifying the actions that need to be taken to address the problem and determining the resources that will be needed to implement the plan. Once a plan has been developed, the next step is to implement the plan. This involves carrying out the actions that have been identified in the plan and monitoring the progress of the implementation. Finally, the last step in the process is to evaluate the results of the implementation. This involves comparing the actual results of the implementation with the expected results and determining whether the problem has been solved.	2. The second step in the process of identifying a problem is to identify the causes of the problem. This involves identifying the factors that are contributing to the problem and determining the root cause of the problem. Once the causes of the problem have been identified, the next step is to develop a plan to address the problem. This involves identifying the actions that need to be taken to address the problem and determining the resources that will be needed to implement the plan. Once a plan has been developed, the next step is to implement the plan. This involves carrying out the actions that have been identified in the plan and monitoring the progress of the implementation. Finally, the last step in the process is to evaluate the results of the implementation. This involves comparing the actual results of the implementation with the expected results and determining whether the problem has been solved.	3. The third step in the process of identifying a problem is to develop a plan to address the problem. This involves identifying the actions that need to be taken to address the problem and determining the resources that will be needed to implement the plan. Once a plan has been developed, the next step is to implement the plan. This involves carrying out the actions that have been identified in the plan and monitoring the progress of the implementation. Finally, the last step in the process is to evaluate the results of the implementation. This involves comparing the actual results of the implementation with the expected results and determining whether the problem has been solved.	4. The fourth step in the process of identifying a problem is to implement the plan. This involves carrying out the actions that have been identified in the plan and monitoring the progress of the implementation. Finally, the last step in the process is to evaluate the results of the implementation. This involves comparing the actual results of the implementation with the expected results and determining whether the problem has been solved.	5. The fifth step in the process of identifying a problem is to evaluate the results of the implementation. This involves comparing the actual results of the implementation with the expected results and determining whether the problem has been solved.
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[illegible]

PAGE 1
PAGE 2

IMPORTANT: PLEASE, WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:

MONDAY THRU FRIDAY
7:00 A.M. to 5:00 P.M.

SATURDAY
7:36 A.M. to 3:36 P.M.

7:00 A.M. TO 3:30 P.M.
NO VEHICLES RELEASED AFTER HOURS

WITNESS PROXY ARRANGEMENTS

THE AIRCRAFT AND ENGINEERING RESEARCH BOARD
 MANUFACTURING AND MATERIALS DIVISION

CH-1000 ACCEPTED WITH RESERVE ILL AND SUBJECT TO BANK APPROVAL.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO
 DETERMINE ANY DEFECTS SHOWN ON A CERTIFICATE THAT THE SMOG CHECK
 TAGS INDICATED ARE NECESSARY.

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED
DATE 08-22-2001 BY 60322 UCBAW

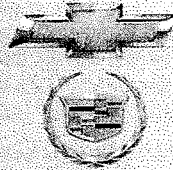
THEY WOULD HAVE BEEN MORE OF A WARNING TO THE OTHERS TO ALL OF THE OTHERS
THAT THEY WERE NOT TO BE IN THE AREA OF THE OTHERS. THE OTHERS WERE NOT TO
BE IN THE AREA OF THE OTHERS. THE OTHERS WERE NOT TO BE IN THE AREA OF THE OTHERS.

UNION AND AMERICAN CITIZENS ARE NOT IMMEDIATELY HARMED BY NEW PORTLAND
SEWERAGE AND SANITATION PROJECT

90460

Chevrolet Cadillac

of La Quinta



79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP	CHECK/SET TIRE PSI	MI		00CVZ27POINT	MULTIPOINT INSPECT	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/09/14	90460	32035	1168	1140 1140 1140	W C C	02CVZ2 00CVZTP 00CVZ27POINT	RECALL CHECK/SET TIRE PSI MULTIPOINT INSPECT

SALESPERSON NO.

S E R V I C E

STATE REG# 2

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE I.D. NO. 1G1NE52M0XY	YEAR/MAKE/MODEL 99/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	I.B.O. NO.
SAVE ☐ REMOVE ☐ PARTS FOR ☐ CUSTOMER ☐	CUSTOMER NO. [REDACTED]		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 01/15/15
PALM DESERT, CA		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 4401
BUSINESS PHONE		TURBO N	MMC CVZZ	AIR COND. Y	P.S. Y	TRANS A
MILEAGE 32,087		ADVISOR NO. 1168	ADVISOR JOE			

1. I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

☒ Yes ☐ No Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

☒ Yes ☐ No Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

APPOINTMENT: TIME RECEIVED **11:04am** DATE PROMISED **01/15/15** TIME PROMISED **06:00pm** PRIORITY **20**

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
120.00

☐ RENTAL

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
PHONE #1	PHONE #2	

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
7:30 A.M. to 3:30 P.M.
NO VEHICLES RELEASED AFTER HOURS
WITHOUT PRIOR ARRANGEMENTS

TERMS CASH
WE ACCEPT THE FOLLOWING CREDIT CARDS:
MASTERCARD * VISA * AMERICAN EXPRESS

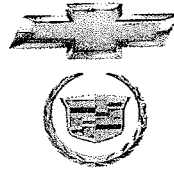
CHECKS ACCEPTED WITH PROPER I.D. AND SUBJECT TO BANK APPROVAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMERS
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.
THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

Chevrolet Cadillac

of La Quinta



79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792
BAR# AC 255463

CUSTOMER NO.	ADVISOR JOE	TAG NO. 1168 4401	INVOICE DATE 01/17/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 32,087	COLOR /
PALM DESERT, CA	YEAR / MAKE / MODEL 99/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 1 N E 5 2 M O X Y	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 01/15/15	
BUSINESS PHONE	COMMENTS			MO: 32087

JOB# 1 CHARGES

LABOR
J# 1 52CVZ TRIM ELECTRICAL TECH(S): 847 300.00

CUSTOMER STATES SINCE HAVING THE RECALL DONE ELECTRONICS IN VEHICLE MALFUNCTION INTERMITTENTLY. POWER WINDOWS AND AIR CONDITIONER DON'T WORK, THE IGNITION STICKS, VARIOUS MALFUNCTION LIGHTS COME ON DASH, AND DRL SOMETIMES DO NOT COME ON. MOST FAULTS WILL GO AWAY USUALLY IF KEY IS WIGGLED. CHECK AND ADVISE. VARIFIED CUSTOMER CONCERNS. FOUND A/C AND WINDOW INOP DUE TO INTERNAL SHORT AT STARTER SWITCH. SCANNED VEHICLE FOR DTC'S AND FOUND DTC C1246-REAR ABS CHANNEL DOES NOT MOVE. INTERNAL MALFUNCTION WITH BPMV. SCANNED ECM AND FOUND 6 DTC'S. REMOVED AND REPLACED IGNITION SWITCH A/C AND WINDOW ARE NOW OPERATING AS DESIGNED. BPMV IS DISCONTINUED PART. NEED BPMV FOR ABS REPAIR. CLEARED ECM DTC'S AND ROADTESTED VEHICLE NO DTC'S STORED AT THIS TIME. IF DTC'S STORE WILL NEED TO CONTINUE DIAG.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	22670487	SWITCH 2.188 Y	208.36	208.36
TOTAL - PARTS					208.36

JOB# 1 TOTALS

LABOR 300.00
PARTS 208.36

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 508.36

JOB# 2 CHARGES

LABOR
J# 2 00CVZTP CHECK/SET TIRE PSI TECH(S): 847 0.00

CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD. TIRE PRESSURES ADJUSTED.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00CVZ27POINT MULTIPOINT INSPECT TECH(S): 847 0.00

CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT PER CUSTOMER REQUEST COMPLETED MULTIPOINT VEHICLE CONDITION REPORT (SEE ATTACHED COPY)

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

This 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 or 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 this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.



FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
7:30 A.M. to 3:30 P.M.

NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

ODI 10672006

MOUNTAIN VIEW TIRE & SERVICE INC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
 44-420 TOWN CENTER WY
 PALM DESERT, CA 92260
 (760)340-1411, BAR REG# ARD178615, I.D. CAL000141105
 MVT@MOUNTAINVIEWTIRE.COM WWW.MOUNTAINVIEWTIRE.COM



INVOICE

PAGE: 01

BILL TO:

PALM DESERT, CA

PHONE 1..... EXT.
 PHONE 2.....
 DATE REQUESTED 02/18/14
 TIME REQUESTED
 RETURN PARTS.. NO
 SALESMAN..... 002 / 002

02/18/14 02/18/14
 02:13 PM 03:04 PM
 TERR: 9630
 NONSIG: 189267

VEH YEAR/MAKE. 99 CHEVROLET
 VEHICLE MODEL. MALIBU
 VEHICLE COLOR. BURGUNDY
 LICENSE/STATE.
 ODOMETR IN/OUT 031800 / 031800
 PRIOR INVOICE.

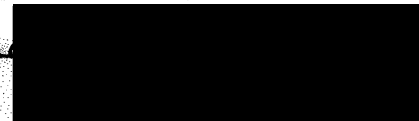
Set
copies
of

ACCOUNT # COB TC CUST# TYPE/STATE
 2 01 0 CA

www.safecar.com

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
002	108	047-100	R	1	CHECK LOSS OF POWER ON DASH WHEN STARTING	.00	.00	.00
002	108	047-100	R	1	LIGHTS ON DASH STAY ON CHECK AND ADVISE	.00	.00	.00
002	108	047-100	R	1	SUGG DEALER HAS ISSUE WITH IGNITION	.00	.00	.00
002	108	047-100	R	1	POSSIBLE ISSUE WITH IGNITION SWITCH	.00	.00	.00

ALL WHEELS REMOVED WERE TORQUED TO MANUFACTURER'S SPECIFICATION. TORQUE BY _____ TORQUE SPEC _____
 VISIT OUR WEB SITE WWW.MOUNTAINVIEWTIRE.COM



Vehicle Condition Report

ODI 10672006

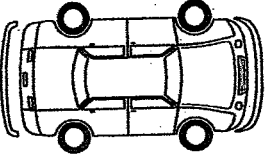
360 VEHICLE PRE-INSPECTION

Scratches/Dents
Mark with an X

Wheel Damage or Hubcap Missing
Mark with D or M

Glass Cracked
Mark with a C

Notes:



Year 99 Make Chev Model Malibu

Lic. # _____ State _____ Mileage _____

Eng. Size 3.1 ☐ V6 ☒ SOHC ☐ OHV ☐ DIESEL ☐ DOHC ☐ HYBRID

State Inspection Due Month _____ Year _____ ☐ FWD ☐ RWD ☐ 4WD/AWD

Date or Mileage of Last Oil Change _____ TRANS. TYPE ☒ AUTO ☐ MANUAL

TIRES AND MAINTENANCE

"Good to Go" Service Certification
Signature: 108 Employee #: 108

"Good to Go" One Over Certification
Signature: 108 Employee #: 108

The above certifies the Good to Go process has been completed and that the lug nuts are torqued according to vehicle manufacturer specifications.

Tire Size: F 215/00/15 Speed Rating: 84 Run Flat ☐ Y ☒ N
Load Capacity: 11 TPMS ☐ Y ☒ N

Inspect	Tread Depth (32nds)			Torque (ft. lbs.)	Comments
	Outer	Center	Inner		
LF PSI In: <u>31</u> PSI Out: <u>35</u>	<u>9</u>	<u>9</u>	<u>9</u>		
R/F PSI In: <u>11</u> PSI Out: <u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>		
R/R PSI In: <u>11</u> PSI Out: <u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>		
LR PSI In: <u>11</u> PSI Out: <u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>		

Tire Wear Indicators: ☐ Align Check Recommended ☐ Tire Balance & Rotation Recommended ☐ Tire Replacement Recommended ☐ Tire Repair Required

OIL CHANGE PROCESS

Qts _____ Weight _____ Type _____ Filter # _____

Oil Change Service Certification
Signature: 108 Employee #: 108

Oil Change One Over Certification
Signature: _____ Employee #: _____

This certifies the oil change process has been completed and the proper amount of oil is in the engine.

FLUID MAINTENANCE & SERVICE

Fluids	Adequate Level	Topped Off	Service Not on History	Description/Comments
Oil				
Transmission				
Coolant				Test Strip ☐ Pass ☐ Fail
Power Steering				
Washer				
Diff/Transfer Case				
Brake				0 10 30 100 200 300 Copper parts per million

MAINTENANCE INSPECTION FINDINGS

	Reason Code	Not on History	Description/Comments
Wiper blades			
Lights/Bulbs			
Air Filter			
Cabin Air Filter			
Fuel Filter			
Fuel System Service			
Belts/Timing Belt			
Hoses			
Battery			☐ Pass ☐ Fail ☐ OE
Battery Terminal			☐ Corrosion ☐ Preventive
Wheel Bearings			
Shocks			
Struts			
Susp./Steering			
Exhaust			
Axles/CV Joints			
Alignment			

Maintenance & Fluid Reason Codes:
Performs Properly = 1 Improve System Performance = 2 Schedule Maint. = 3 System Failure = 4

NEW TIRE REGISTRATION DOT #'S

1. _____

2. _____

3. _____

4. _____

BRAKES

FRONT BRAKES ☐ Green ☐ Yellow ☐ Red ABS ☐ Yes ☐ No

LF Pad		LF Rotor		RF Rotor		RF Pad	
Out:	In:	Actual Meas.				In:	Out:
		Machine To					

REAR BRAKES ☐ Green ☐ Yellow ☐ Red ABS ☐ Yes ☐ No

LR Pad/Shoe		Drum LR		Rotor		Drum RR		Rotor		RR Pad/Shoe	
Out:	In:	Actual Meas.						In:	Out:		
		Machine To									

Rear Clean/Adj _____

Brake Hose(s) _____

Parking Cables _____

Other Brake Services ☐ Hardware ☐ Caliper ☐ Wheel Cylinder ☐ Master Cylinder

ADDITIONAL DESCRIPTION/COMMENTS

Verified Problem
IGNITION SWITCH/IGN. SYSTEM, POSSIBLE WIRENESS
SHORT. (ALL DATA DOWN) DOES HAVE DEALER
FIX FOR PROBLEM

P1605 > FOUND
P1676 > FOUND
NO ALL DATA
TO TRANSLATE CODES

Signature: _____ Approved by: CYKINWER
Employee #: _____ Employee #: OR

WIRENESS

ORD 10672006

PALMS TO PINES AUTOMOTIVE

74-725 JONI DRIVE, SUITE D

PALM DESERT CA 92260

760/346-3115

BAR #ARD 254310 EPA #CAL 000312327

www.palmstopinesautomotive.com

11/12/2010 2:21 PM

page 1

Repair Order #

Day Phone

PALM DESERT CA

Vehicle : 1999 Chevrolet Malibu 3.1 L 189 CID V6

VIN : 1G1NE52MOXY

Tag/State

Color : Burgundy

Last Mileage : 29029

Odometer In : 29424

Odometer Out : 29424

Created : 11/12/2010 7:57:01 AM

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
0		DIAG	WON'T START, BEING TOWED IN	\$0.00	\$0.00
			FOUND FAULTY ALTERNATOR		
-1	CL*	AAA	10% DISCOUNT-MAXIMUM \$50.00	\$34.75	(\$34.75)
0.5	CL*	LABOR	INSTALL ALTERNATOR	\$104.00	\$52.00
1	CL*	DCS	DIAGNOSTIC COMPUTER SCAN	\$104.00	\$104.00
INCLUDES: CONNECT DIAGNOSTIC COMPUTER. RETRIEVE TROUBLE CODES AND SCAN FOR PARAMETERS OUT OF SPECIFICATION.-					
FOUND CODE C1237-HIGH SYSTEM VOLTAGE					
CODE C1236 LOW SYSTEM VOLTAGE					
OTHER CODES DO NOT PERTAIN TO PROBLEM					
REC ALTERNATOR REPLACEMENT					

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	PARTS	8279607 REMAN. ALTERNATOR-ST	New	\$191.46	\$191.46
			Labor			\$121.25
			Parts			\$191.46
			Sublet/Misc.			\$0.00
			Other Charges			\$0.00
			Charges			\$0.00
			Sales Tax			\$16.75
					Tax @ \$191.46 * 8.7500%	\$16.75
					Repair Total	\$329.46

Tech CL Certification #

Recommended Service

Service / Notes

Due

29029 miles or on 3/18/2010

Interval

TIRES

NOV 12 2010

BY:

0P110672006

PALMS TO PINES AUTOMOTIVE

74-725 JONI DRIVE
PALM DESERT CA 92260
760/346-3115

BAR #ARD 254310 EPA #CAL 000312327
www.palmstopinesautomotive.com

3/18/2010 11:34 AM

page 1

Invoice # [REDACTED]

Day Phone : [REDACTED]

PALM DESERT CA [REDACTED]

Vehicle : 1999 Chevrolet Malibu 3.1 L 189 CID V6
VIN : 1G1NE52MOXY [REDACTED]
Created : 3/18/2010 9:52:12 AM
Complete : 3/18/2010 11:33:48 AM
Invoiced : 3/18/2010 11:33:48 AM

Tag/State : [REDACTED]
Color : Burgundy
Odometer In : 29029
Odometer Out : 29029

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1		LOF	COMPLETE LUBE, OIL AND FILTER SERVICE	\$15.00	\$15.00
INCLUDES: CHANGE OIL AND FILTER. LUBE ALL FITTINGS ON STEERING LINKAGE, BALL JOINTS & DRIVE SHAFT(S). CHECK AND CORRECT ALL FLUID LEVELS TO INCLUDE BRAKE FLUID, POWER STEERING FLUID, COOLANT, BATTERY ACID (UNLESS A SEALED BATTERY), AUTOMATIC TRANSMISSION FLUID. CHECK TIRE PRESSURE. INSTALL "NEXT SERVICE DUE" STICKER.					
1		CB	CHECK BRAKES	\$20.00	\$20.00
INCLUDES: REMOVE ALL WHEELS. CHECK BRAKE LININGS & PADS FOR WEAR. CHECK BRAKE HARDWARE. MEASURE ROTORS & DRUMS FOR WEAR. CHECK BRAKE FLUID LEVEL. 6MM FRONT-6MM REAR					
1		TR	TIRE ROTATION-IF NEEDED	\$0.00	\$0.00
-1		AAA	10% DISCOUNT-MAXIMUM \$50.00	\$20.00	(\$20.00)
1		CCSS	CHECK CHARGING/STARTING SYSTEM	\$28.50	\$28.50

INCLUDES: CONNECT ELECTRICAL SYSTEM TO STARTING & CHARGING SYSTEMS ANALYZER. RUN BATTERY LOAD TEST. CHECK ALTERNATOR OUTPUT. CHECK STARTER DRAW & BATTERY CONNECTIONS.

CHECK BATTERY LIGHT COMES ON SOMETIMES

NO PROBLEMS FOUND AT THIS TIME

NOTE SOMETIMES ABS LIGHT AND AIR BAG LIGHT COMES ADVISE IF FURTHER DIAG IS NEEDED

When key
jiggled it would
solve problem
\$104.00 \$52.00

0.5 MIG* LABOR FLUSH POWER STEERING

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1		SFI	21040		\$10.50	\$10.50
1			HAZ WAS		\$4.75	\$4.75
5		CHV	10/30		\$3.85	\$19.25
1		-	PARTS	New	\$49.95	\$49.95

Labor	\$95.50
Parts	\$79.70
Sublet/Misc.	\$0.00
Other Charges	\$0.00
Charges	\$4.75
Sales Tax	\$6.97
Tax @ \$79.70 * 8.7500%	\$6.97
3/18/2010	Paid
	\$186.92

MAR 18 2010

BY:

Tech
MIG

Certification #

ODI

#10672006

PALMS TO PINES AUTOMOTIVE AND SMOG

74-894 LENNON PLACE, #F-2

PALM DESERT CA 92260

760/346-3115

BAR #AD 078040 EPA #CAL 000256602

THANK YOU FOR YOUR BUSINESS!

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5/26/2005 4:12 PM

page 1

Invoice #

Day Phone

PALM DESERT CA

Vehicle : 1999 Chevrolet Malibu 146CI 2.4Liter L4

Tag/State :

Created : 5/26/2005 10:07:08 AM

Odometer In : 21706

Completed 5/26/2005 4:12:13 PM

Odometer Out : 21706

Invoiced : 5/26/2005 4:12:13 PM

Labor/Notes

Code/Tech*

Description

Price

CHECK ALTERNATOR

\$80.00

BAD ALTERNATOR/ RECOMMEND REPLACEMENT

TOWED IN AAA

10% DISCOUNT

(\$27.65)

Parts

Qty

Code/Tech*

Description

Condition

Unit Price

Price

1

REMAN ALTERNATOR

New

\$196.55

\$196.55

Labor

\$52.35

Parts

\$196.55

Sublet/Misc.

\$0.00

Other Charges

\$0.00

Charges

\$0.00

Sales Tax

Tax @ \$196.55 * 7.7500%

\$15.23

Total Due

\$264.13

U.S. Dept. of Transportation
NHTSA
OFFICE OF DEFECTS INVESTIGATION
NVS-210
1200 New Jersey, SE WEST BLDG.
WASHINGTON, D.C. 20590