

APR 16 2015

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 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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 09-MAR-2015	Repository ☐ Reference No. 10692958
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City INDEPENDENCE	State MO	Zip Code [REDACTED]	Evening Telephone Number same
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 1G1ZG57829F [REDACTED]		Make CHEVROLET	Model MALIBU
Model Year 2009		Engine: No: Cylinders 4	
Date Purchased 9/12/11	Dealer's Name and Telephone Number Daves Trailer Sales 816-324-7172		Fuel Type: Gas
Original Owner ☐	Dealer's City Savannah	State MO	Zip Code 64485
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 07-MAR-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 125000	Failure Speed 65 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 ☐ Prior Repair	Failure Location:	
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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police N		70	
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 WHILE DRIVING APPROXIMATELY 65 MPH, THERE WAS A SUDDEN LOSS OF POWER STEERING AND THE WARNING LIGHT ILLUMINATED. THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO TURN EVEN WITH FORCE BEING APPLIED. THE VEHICLE WAS TAKEN TO THE DEALER, WHO INFORMED THAT THE STEERING TORQUE SENSOR WOULD NEED TO BE REPLACED. THE VEHICLE WAS CURRENTLY BEING REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 125,000.			
I called Corp. opened case # [REDACTED] Chery. senior Adviser refered me to you.			
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 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.			



Randy Reed

CHEVROLET, LLC

3921 Frederick Ave. - St. Joseph, MO 64506
Phone: (816) 232-7704

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:30 a.m. - 12:30 p.m. - Saturday

R/O Open Date	3/09/15	Status	Pre-Invoice
R/O Close Date	3/09/15	Mileage In	125477
Mileage Out	125477	Service Advisor / Tag #	KEN LEHNA/689*W*
Vehicle Identification Number	1G1ZG57B29F	Delivery Date	
In-Service Date		Color	
License Number			

INDEPENDENCE, MO	Work Phone	
Year	Make	Model
2009	CHEVROLET	MALIBU
	Body	4DR SDN LS W/LS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 200855: STEERING & SUSPENSION REPAIR CUSTOMER STATES THE ESC LIGHTS CAME ON AND POWER STEERING LIGHT. VEHICLE LOST POWER STEERING WHILE DRIVING. PLEASE ADVISE. Caused by FOUND DTC C0545. FOUND STEERING TORQUE SENSOR IS FAULTY. Work performed by Bill Nichols (018) Installed 23232310 :SL-N-SENSOR KIT (06552-PC) 1@194.63 REPLACED STEERING TORQUE SENSOR. CLEARED CODE AND ROAD TESTED. Sub Total: 464.63	270.00 194.63

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 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 products 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.

** ATTENTION CUSTOMERS **

If you are not completely satisfied with your service experience please call our service manager at (816) 236-5460.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	270.00
PARTS	194.63
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	16.45
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	481.08

Randy Reed Chevrolet INC
3921 Frederick Ave
SAINT JOSEPH, MO 64506
(816) 232-7704

Date: 3/9/2015 Time: 4:20 PM CST

Trans Type: Sale
Customer ID:

Transaction #: 206180130
Name: [REDACTED]
Account: [REDACTED]
Exp Date: [REDACTED]
Card Type: AMEX
Street: [REDACTED]
Zip: [REDACTED]
Entry: Swiped
Invoice #: [REDACTED]
AuthCode: 484879
Result: APPROVED
Message: APPROVAL
Batch Number: 669
Subtotal: \$481.08

Total Amt: \$481.08

I Agree to Pay Above Total
Amount According to Card
Issuer Agreement (Merchant
Agreement if Credit Voucher)

Signature X _____