

APR 21 2015

 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 11-MAR-2015		Repository ☐ Reference No. 10693557	
				Daytime Telephone Number 563-320-0345		E-mail Address 	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Daytime Telephone Number		E-mail Address	
City		State		Zip Code			
PEORIA		IL					
<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>							
VEHICLE INFORMATION							
17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZU57N27F				Make CHEVROLET		Model MALIBU	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2007	
Engine: No: Cylinders		Fuel Type:					
Original Owner ☐		Dealer's City		State		Zip Code	
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: YES / NO UNTIL REPAIRED	
				Incident Date(s) 14-FEB-2015		TO CURRENT UNTIL REPAIRED	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING						Failure Mileage 165000	
						Failure Speed	
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: DOTM1A9BC036)		☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>							
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).							
STARTING 2/14/15, THE POWER STEERING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL WHEN THE FAILURE OCCURRED. THE CONTACT DID NOT TAKE THE VEHICLE TO THE DEALER. HOWEVER SHE WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 15V064000 (STEERING) AND WAS TOLD BY THE MANUFACTURER THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT BEEN REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 165,000. HAS HAS BEEN OCCURRING VEHICLE WAS REPAIRED AT DEALERSHIP. RECEIPTS ATTACHED.							
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.							

LEMAN CHEVY CITY
1602 MORRISSEY DR
BLOOMINGTON, IL 61704
309-663-4311

SALE

TID: 009

REF#: [REDACTED]

Batch #: [REDACTED]

03/16/15

13:3107

APPR CODE: 016277

VISA

Swiped

***** [REDACTED]

/

AMOUNT

\$141.08

APPROVED

THANK YOU
PLEASE COME AGAIN

CUSTOMER COPY

LEMAN'S CHEVY CITY



1602 Morrissey
Bloomington, Illinois 61704
Phone 309 663-4311
www.samlleman.com

GM Goodwrench ServicePlus
The Plus means better.

PAID



CUSTOMER NO.	ADVISOR MICHAEL	TAG 939	INVOICE DATE 03/16/15
PEORIA, IL	LABOR RATE	LICENSE NO.	COLOR SILVER/
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/LT SEDAN	MILEAGE 171,916	STOCK NO.
	VEHICLE I.D. NO. 1G1ZU57N27F	DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
	BUSINESS PHONE	COMMENTS	PRODUCTION DATE
			R.O. DATE 03/12/15
			MO: 171926

LABOR
07-1-04CVZ-3 STEERING TECH(S) 953 351.19

CUSTOMER STATES THE POWER STEERING INTERMITTENTLY ISN'T WORKING. CHECK AND ADVISE STEERING TORQUE SENSOR MALFUNCTION - CURRENT C0545-TORQUE SENSOR INPUT DIAGNOSE AND REPLACE STEERING TORQUE SENSOR. PERFORM SENSOR SETUP. CLEAR DTC'S AND TEST DROVE TO VERIFY SYSTEM OPERATION 3.0

07-2-25CUMPI-1 MPI COMPLETE INSPECT TECH(S) 953 INTERNAL

15,000 MILE AND GREATER WORLD CLASS INSPECTION INSPECT VEHICLE FOR SAFETY AND MAINTENANCE RELATED ITEMS COMPLETE MPI KNOW YOUR VEHICLE REPORT TECHNICIAN PERFORMED COMPLETE VEHICLE INSPECTION AND COMPLETED KNOW YOUR VEHICLE REPORT.

TOTAL - LABOR 351.19

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	23232310	SENSOR KI 6.552 Y	288.46	240.38	240.38
					TOTAL - PARTS	240.38

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		30.88
				TOTAL - MISC 30.88

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$650.00 (+TAX)

COMMENTS
SHUTTLE

TOTALS

THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.

* WILL APPEAR FOR GM LIMITED LIFETIME PARTS WARRANTY.

AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.

PAYMENT TYPE:

CASH
VISA
DISCOVER
CHARGE

CHECK #

MASTERCARD

TOTAL LABOR....	351.19
TOTAL PARTS....	240.38
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	30.88
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.63

TOTAL INVOICE \$ 641.08

DISCLAIMER OF WARRANTIES

The sellers, Leman's Chevy City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Leman's Chevy City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.

CUSTOMER SIGNATURE

Loman's **CHEVY CITY**

KNOW **YOUR VEHICLE™** **FITNESS INSPECTION & TREATMENT PLAN**

OUR VALUED CUSTOMER

[REDACTED]
[REDACTED]
PEORIA, IL
[REDACTED]

MICHAEL HEARNE
Service Consultant

J. POWELL
Certified Technician

YOUR VEHICLE

Year 2007	Make Chevrolet	Model Malibu	Engine Type 3.5L V6 N OHV (MFI)
Odometer 171,916	VIN # 1G1ZU57N27F [REDACTED]	License #	Date 3/16/2015

Vehicle Care Commitment

It's about "Peace of Mind..."

Thank you for choosing Leman's Chevy City to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle™" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do all in our power to put your mind at ease and keep you and your family safe on the road.



How we give you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Perform a world class visual inspection on your vehicle every visit
- Review your vehicle's maintenance schedules and search our extensive database to uncover anything we believe you should know about your vehicle based on its odometer reading and time on the road
- Make recommendations and complete a Treatment Plan for your vehicle
- Offer a complete easy to read and understand report that enables you to make an educated decision for your vehicle's service needs. Items on the report will be classified as follows:
 - Pass - Items are new or "like new" and do not require service at this time
 - Items that are dirty or showing signs of wear and would benefit from being serviced soon
 - Fail - Items that have either worn below minimum specifications or are no longer doing what it was designed to do and need to be repaired immediately

DISCLAIMER: Addressing any identified issues listed by the report, should improve the safety and performance of your vehicle. However, please remember that the inspection is limited to a visual inspection of the items listed on the report without disassembling or test driving your vehicle. Therefore, it is not possible for the technician to see or identify all potential defects, especially those that are internal to the engine, transmission, driveline, electrical system or other components. The cleanliness of the vehicle both inside and out at the time of the actual inspection may reduce the accuracy of the inspection. Your vehicle may have conditions that are not evident at the time of the inspection or otherwise not presented or noticed during the inspection process. Therefore, the inspection and condition report does not provide any guarantee or warranty that the vehicle will not break down in the future, or have conditions that were undetected during the inspection or were omitted from the report.



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. CUSTOMER STATES THE POWER STEERING INTERMITTENTLY ISN'T WORKING,
CHECK AND ADVISE (C0545-STEERING WHEEL TORQUE INPUT SENSOR - CURRENT.
TORQUE SENSOR INTERNAL FAULT - 0 VOLTS)
- ✓ DIAGNOSIS
- ✓ REPLACE STEERING WHEEL TORQUE SENSOR
- ✓ 2. 15,000 MILE AND GREATER WORLD CLASS INSPECTION



Inspection Form

Leman's Chevy City World Class Inspection		Pass/ Done	Caution	Fail	Not Done
World Class Inspection					
Inspect Components					
Inspect windshield wiper/washer operation		☐	☐	☐	☐
Inspect Under Hood Fluid Levels/Conditions/Leaks					
Inspect all fluid levels and condition and top off non vital fluids.		☐	☐	☐	☐
Inspect Under Hood Components					
Inspect battery terminals/cables		☐	☐	☐	☐
Inspect Underhood Components for Damage, Wear, or Mileage Based Replacement Recommendations		☐	☐	☐	☐
Measure/Inspect Brakes Lining and Condition:					
Pass: 3mm and greater (disc) 3mm and greater (drum)					
Caution: 4mm - 7mm (disc) / 2mm (drum)					
Fail: 3mm or less (disc) / 1mm or less (drum)					
Measure front brake lining thickness		☐	☐	☐	☐
Measure rear brake lining thickness		☐	☒	☐	☐
Inspect overall brake wear and condition		☐	☐	☐	☐
Inspect Under Vehicle Components					

Leman's Chevy City World Class Inspection

Pass/
Done Caution Fail Not
Done

Inspect Drivetrain and Undercarriage for Leaks, Damage and Loose parts.

Inspect exhaust system for leaks, damage, and loose parts

Inspect Steering and Suspension for Loosness or Wear

☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
1. CUSTOMER STATES THE POWER STEERING INTERMITTENTLY ISN'T WORKING, CHECK AND ADVISE		\$0.00		X
DIAGNOSIS (C0545-STEERING WHEEL TORQUE INPUT SENSOR - CURRENT. TORQUE SENSOR INTERNAL FAULT - 0 VOLTS)		\$50.00		X
REPLACE STEERING WHEEL TORQUE SENSOR (C0545-STEERING WHEEL TORQUE INPUT SENSOR - CURRENT. TORQUE SENSOR INTERNAL FAULT - 0 VOLTS)		\$541.56		X
2. 15,000 MILE AND GREATER WORLD CLASS INSPECTION		\$0.00		X
Inspection Recommendations	Status	Cost	Deferred	Approved
replace transmission cooler lines (found transmission cooler lines leaking)		\$264.82	X	
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$856.38	\$264.82	\$591.56
Shop Supplies		\$30.88		\$30.88
Tax		\$66.37		\$45.85
Estimate Total		\$953.62		\$668.29

VTCC

Volunteer Notification Form

Participant Name:	[REDACTED]		
Date of Birth:	[REDACTED]		
Today's Date:	4/9/15	Consent Date:	3/2/15
Date of Residential Discharge:	4/8/15	Discharge Status:	AP

Contact information:

Phone Number(s) [REDACTED] (mom's cell)
I will likely be getting a personal call
after discharge

Consenting Guardian(s) Name and Relationship [REDACTED] mom

Consent to Texting? ☒ Yes ☐ No

Notes _____

