

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

2015 RELEASE UNDER E.O. 13526 100148

Date Received

18-JUN-2015
Reference No.
10726082

OWNER INFORMATION (Type or Print)

Name
Address
City CHICAGO State IL Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

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
1G1ZC5E0XC
Make CHEVROLET Model MALIBU Model Year 2012
Date Purchased 10-29-2011 Dealer's Name and Telephone Number PHILLIPS CHEVROLET (815) 469-2323 Engine: 2.4 LITER No: Cylinders 4 FUEL TYPE: UNLEADED
Original Owner [X] Dealer's City FRANKFORT State IL Zip Code 60423
Transmission Type 6-SPEED AUTOMATIC [X] Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 30-DEC-2014
[X] Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY, 150000 SEAT BELTS
Failure Mileage 48000 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: 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

Crash [] Yes [X] No Fire [X] 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).

TL* THE CONTACT OWNS A 2012 CHEVROLET MALIBU. THE CONTACT STATED THAT THERE WAS A BURNING ODOR COMING FROM THE REAR OF THE VEHICLE. THE CONTACT ALSO STATED THAT THE REAR DEFROSTED FAILED TO FUNCTION. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO REPLACED THE FUSES AND NOTICED SPARKS. THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO A DEALER WHO REPLACED THE FUSE OR JUNCTION BOX. IN ADDITION, THE CONTACT STATED THAT WHILE DRIVING DURING INCLEMENT WEATHER CONDITIONS, THE WINDSHIELD WIPERS FAILED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE WINDSHIELD WIPER TRANSMISSION WAS REPLACED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V269000 (SEAT BELTS) AND WAS UNABLE TO DETERMINE WHEN THE PART WOULD BECOME AVAILABLE FOR THE REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 48,000.

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.

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

NOTICED POOR DEFROST NOT WORKING. WHILE DRIVING, SMELLED BURNING odor
INSIDE VEHICLE. TOOK IN FOR REPAIR TO INDEPENDANT MECHANIC. THEY NOTICED
BURNT FUSE AND SPARKS. IN TRUNK LINER. MECHANIC REPLACED FUSE. POOR
DEFROST FAILED AGAIN SHORTLY AFTER. SAME FUSE BURNT OUT. TOOK TO
DEALER WHERE JUNCTION BOX WAS REPLACED ON SEPARATE OCCASION, WINDSHIELD
WIPERS FAILED DURING THUNDERSTORM WHILE DRIVING ON INTERSTATE. TOOK TO
DEALER WHERE WIPER TRANSMISSION WAS REPAIRED.

PRIOR TO INCIDENT, HAD CAR REPAIRED DUE TO PROBLEM ON (BAS) SENSOR.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOCUMENTATION + INVOICES INCLUDED

U.S. 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



**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



9700 W. Lincoln Highway
Frankfort, IL 60423
815 469-2323 / 708 754-0010

17730 Torrence Ave.
Lansing, IL 60438
708 474-0000

phillipschevy.com

"Customer Satisfaction Is Our Goal"

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR TERRY SANDERS	325	TAG NO. [REDACTED]	INVOICE DATE 11/10/14	[REDACTED]
[REDACTED] CHICAGO, IL	LABOR RATE	LICENSE NO.	MILEAGE 41,986	COLOR BLK GRANITE	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			DELIVERY DATE 10/29/11	DELIVERY MILES 930
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 X C F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.D. DATE 11/10/14
REPAIR PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					MO: 41987

LABOR & PARTS				WARRANTY	
J# 1 40CVZ CAMPAIGN TECH(S):291					
View technical details for 13036 BRAKE LAMP MALFUNCTION PERFORMED RECALL. APPLIED TAPE AND DIELECTRIC GREASE. CAL BPP. SECURED HARNESS.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK13036	RECALL		WARRANTY
JOB # 1	1	11509086	STRAP 8.965 Y		WARRANTY
JOB # 1	1	13596990	CLIP 2.559 Y		WARRANTY
JOB # 1	1	13596991	RETAINER 2.559 Y		WARRANTY
JOB # 1	1	15188763	RETAINER 4.634 Y		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

DEALER WILL NOT BE HELD RESPONSIBLE FOR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CAR DUE TO FIRE, THEFT, ACCIDENT, OR ANY OTHER CIRCUMSTANCE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM REPLACEMENT PARTS ARE WARRANTED 12 MONTHS, OR 12,000 MILES, WHICHEVER COMES FIRST.

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

PHILLIPS CHEVROLET WANTS YOU COMPLETELY SATISFIED !!!!!!!!!!!

CASH CHECK CHARGE VISA MC

CUSTOMER SIGNATURE

IMPORTANT

You may receive a customer satisfaction survey from Chevrolet Motor Division in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact Dan Kachinsky (Service Director). Our goal is for you to be completely satisfied.

Thank You
Phillips Chevrolet
(815) 469-2323

REPLACED PARTS WILL BE DISCARDED UNLESS REQUESTED AT TIME OF WRITE UP.

**THANK YOU
FOR YOUR
BUSINESS!**

SINCLAIR'S AUTO CLINIC INC.

10358 SO KEDZIE AVE.

CHICAGO, IL 60655

Phone: 773-238-6660 Fax: 773-238-1985

INVOICE

Org. Est. # [REDACTED]

INVOICE

Print Date: 01/08/2015

CHICAGO, IL [REDACTED]

Home : [REDACTED]

Cust ID [REDACTED]

Office : [REDACTED]

2012 Chevrolet - Malibu LT - 2.4L, In-Line4 (145CI)

Lic # : [REDACTED]

Odometer In : 45833

Odometer Out : 45833

VIN # : 1G1ZC5E0X CF [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
WASHER SOLVENT WWS	1.00	3.82	3.82	PULL WASHER BOTTLE & PUMP ---- FLUID WAS FROZEN THAW OUT & REINSTALL	79.00
FUSES FUSES	2.00	4.22	8.44	CHECK REAR DEFROSTER - PULL REAR PILLERS TO CHECK FOR POWER - LOCATE & REPLACE BURNT FUSES IN TRUNK	86.90

Org. Estimate 179.29 Revisions 0.00 Current Estimate 179.29

Labor:	165.90
Parts:	12.26
Sub:	178.16
Tax:	1.13
Total:	179.29
Bal Due:	\$179.29

[Payments -]

I hereby authorize the repair work to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle due to theft or cause beyond your control. I hereby grant you permission to operate vehicle on streets for testing purpose. All vehicles left over 48 hrs. will incur a \$25.00 per day storage fee. You are entitled to an estimate, the repair price may be less than but not greater than 15% or \$25.00 without consent. You have the right to request an estimate and old parts.

Signature _____ Date _____ Time _____



IMPORTANT SAFETY RECALL

July 2014

[REDACTED]
Chicago, IL [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2004-2012 model year (MY) Chevrolet Malibu, 2004-2007 MY Chevrolet Malibu Maxx, 2005-2010 MY Pontiac G6 and 2007-2010 MY Saturn Aura vehicles. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2012 model year Chevrolet Malibu, VIN 1G1ZC5E0XCF[REDACTED]
- Your vehicle is involved in GM recall 13036.
- **Parts are not currently available to repair your vehicle.**
- When parts become available, GM will notify you to schedule an appointment with your Chevrolet dealer.

Why is your vehicle being recalled?

On these vehicles, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction Control, Electronic Stability Control (ECS), and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales lights may illuminate with this condition. These conditions may increase the risk of a crash.



What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will attach the wiring harness to the BCM or mag beam, apply dielectric lubricant to both the BCM and harness connector and on the BAS and harness connector, and relearn the brake pedal home position. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

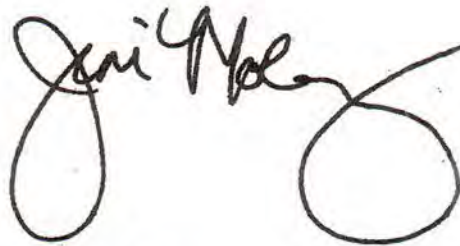
What should you do?

When GM notifies you that parts are available, you should contact your Chevrolet dealer to arrange a service appointment.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A handwritten signature in black ink, appearing to read "Jim Moloney", with a large, stylized circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 13036



9700 W. Lincoln Highway
Frankfort, IL 60423
815 469-2323 / 708 754-0010
phillipschevy.com

17730 Torrence Ave.
Lansing, IL 60438
708 474-0000

"Customer Satisfaction Is Our Goal"

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JIM MONAHAN	205	TAG NO. 691	INVOICE DATE 05/07/15	INVOICE NO. [REDACTED]
[REDACTED] CHICAGO, IL [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 52,163	COLOR BLK GRANITE	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			DELIVERY DATE 10/29/11	DELIVERY MILES 930
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 X C F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/06/15
RE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					MO: 52163

TOTALS-----					DEALER WILL NOT BE HELD RESPONSIBLE FOR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CAR DUE TO FIRE, THEFT, ACCIDENT, OR ANY OTHER CIRCUMSTANCE.	
WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.					TOTAL LABOR....	476.00
					TOTAL PARTS....	406.28
					TOTAL SUBLET...	0.00
					TOTAL G.O.G....	0.00
					TOTAL MISC CHG.	25.75
					TOTAL MISC DISC	-10.00
					TOTAL TAX.....	30.19
PHILLIPS CHEVROLET WANTS YOU COMPLETELY SATISFIED !!!!!!!!!!!					TOTAL INVOICE \$	928.22
CASH	CHECK	CHARGE	VISA	MC	WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM REPLACEMENT PARTS ARE WARR	

CUSTOMER SIGNATURE _____

IMPORTANT

You may receive a customer satisfaction survey from Chevrolet Motor Division in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact Dan Kachinsky (Service Director). Our goal is for you to be completely satisfied.

Thank You
Phillips Chevrolet
(815) 469-2323

REPLACED PARTS WILL BE DISCARDED UNLESS REQUESTED AT TIME OF WRITE UP.

**THANK YOU
FOR YOUR
BUSINESS!**

"Customer Satisfaction Is Our Goal"

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JIM MONAHAN	TAG NO. 205 691	INVOICE DATE 05/07/15	INVOICE NO. [REDACTED]
[REDACTED] CHICAGO, IL [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 52,163	COLOR BLK GRANITE
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			STOCK NO. [REDACTED]
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 X C F [REDACTED]			DELIVERY DATE 10/29/11
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 930
			R.O. DATE 05/06/15	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		
				MO: 52163

LABOR & PARTS
J# 1 11CVZDEFGRD DEF. GRID REPAIR TECH(S):246 297.50
 CUST STATES REAR DEFROST IS INOP. CUSTOMER HAD TO REPLACE FUSE IN THE PAST AND WAS TOLD IT HAS EXCESSIVE DRAW ON FUSE ADVISE
 REAR FUSE BOX MELTED BY FUSE FOR DEFOGGER WIRE IN RELAY FUSE HOLDER AND REPLACE REAR FUSE BOX PER PI0857A 2.5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	13500118	RELAY 1.055 Y	8.29	8.29
JOB # 1	1	12101917	CONNECTOR 2.535 Y	35.50	35.50
JOB # 1	1	88987189	CONNECTOR 2.530 Y	60.57	60.57
JOB # 1	1	88861354	FUSE 8.965 Y	3.50	3.50
JOB # 1	1	20997645	BLOCK 13.100 Y	142.75	142.75
JOB # 1 TOTAL PARTS				250.61	

JOB # 1 TOTAL LABOR & PARTS 548.11

J# 2 11CVZACC ACCESSORIES TECH(S):246 178.50
 CUST STATES WIPERS ARE INOP BUT YOU CAN HEAR THE MOTOR RUNNING
 WIPER TRANSMISSION CAME DISCONNECTED FROM MOTOR WORN
 REPLACE WIPER TRANSMISSION 1.5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22711011	MODULE 10.150 Y	155.67	155.67
JOB # 2 TOTAL PARTS				155.67	

JOB # 2 TOTAL LABOR & PARTS 334.17

J# 3 01CVZGMINS G.M. MULTI-POINT INS TECH(S):246 0.00
 PERFORM MULTI POINT GENERAL MOTORS VISUAL INSPECTION
 THIS IS A VISUAL INSPECTION AND DOES NOT INCLUDE ANY DIAGNOSIS
 MY SERVICE CONSULTANT HAS REVIEWED MY MULTI POINT INSPECTION RESULTS WITH ME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HWF	HWF		0.75
JOB # A	SS	SHOP SUPPLIES		25.00
JOB # 1	SA	SERVICE ADVERTISING		-10.00
TOTAL - MISC				15.75

DEALER WILL NOT BE HELD RESPONSIBLE FOR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CAR DUE TO FIRE, THEFT, ACCIDENT, OR ANY OTHER CIRCUMSTANCE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM REPLACEMENT PARTS ARE WARRANTED 12 MONTHS, OR 12,000 MILES, WHICHEVER COMES FIRST.

IMPORTANT

You may receive a customer satisfaction survey from Chevrolet Motor Division in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact Dan Kachinsky (Service Director). Our goal is for you to be completely satisfied.

Thank You
Phillips Chevrolet
(815) 469-2323

REPLACED PARTS WILL BE DISCARDED UNLESS REQUESTED AT TIME OF WRITE UP.

THANK YOU FOR YOUR BUSINESS!

PLEASE EXCUSE THE DELAY THIS WAS MAILED ON
8-12-2015 APPARENTLY WITHOUT THE PROPER POSTAGE
AND THEN NOT RE-DELEVARED BACK TO SENDER UNTILL
1-6-2016 WHERE ITS BEEN I DO NOT KNOW?

REMAILED ON
1-7-2016
WITH PROPER
POSTAGE FROM
POST OFFICE.

THANK YOU FOR YOUR UNDERSTANDING

1-7-2016

CHICAGO, IL



S SUBURBAN IL 604

12 AUG 2015 PM 4 L

U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS 410
1400 NEW JERSEY AVENUE SE.
WASHINGTON, D.C. 20077-9382