

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------|
|  <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     | <p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b><br/>To Report Vehicle Safety Defects<br/>1-888-DASH-2-DOT<br/>(1-888-327-4236)<br/>INTERNET: www.nhtsa.dot.gov/hotline</p> |                                                    | <p>FOR AGENCY USE ONLY 100148</p>                                                                                 |                             |
| <p><b>OWNER INFORMATION (Type or Print)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     | <p>Date Received<br/>16-JUL-2015<br/>SEP 02 2015</p>                                                                                                                                              |                                                    | <p>Repository <input type="checkbox"/></p>                                                                        |                             |
| <p>Name <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                     | <p>Daytime Telephone Number<br/><span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                        |                                                    | <p>Reference No.<br/>10734607</p>                                                                                 |                             |
| <p>Address <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                     | <p>Evening Telephone Number</p>                                                                                                                                                                   |                                                    | <p>E-mail Address</p>                                                                                             |                             |
| <p>City<br/>COLORADO SPRING</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>State<br/>CO</p>                                                                 | <p>Zip Code <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                            |                                                    |                                                                                                                   |                             |
| <p><small>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).</small></p>                                                                                                                                                                                                                                                                                                                                          |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p><b>VEHICLE INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br/>1G1ZT61866F <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                     | <p>Make<br/>CHEVROLET</p>                                                                                                                                                                         |                                                    | <p>Model<br/>MALIBU</p>                                                                                           |                             |
| <p>Model Year<br/>2006</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                     | <p>Engine:<br/>No: Cylinders</p>                                                                                                                                                                  |                                                    | <p>Fuel Type:</p>                                                                                                 |                             |
| <p>Date Purchased</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Dealer's Name and Telephone Number</p>                                           |                                                                                                                                                                                                   | <p>Original Owner<br/><input type="checkbox"/></p> |                                                                                                                   | <p>Dealer's City</p>        |
| <p>State</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     | <p>Zip Code</p>                                                                                                                                                                                   |                                                    | <p>Transmission Type<br/><input type="checkbox"/> Antilock Brakes<br/><input type="checkbox"/> Cruise Control</p> |                             |
| <p>Powertrain</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     | <p>Multiple Failure:</p>                                                                                                                                                                          |                                                    | <p>Incident Date(s)<br/>03-JUL-2015</p>                                                                           |                             |
| <p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p>Vehicle Component Code: 010000 STEERING</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                     |                                                                                                                                                                                                   |                                                    | <p>Failure Mileage<br/>101000</p>                                                                                 | <p>Failure Speed<br/>55</p> |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p>Tire Make</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                     | <p>Tire Model (Name or Number)</p>                                                                                                                                                                |                                                    | <p>Tire Size (Example P215/65R15)</p>                                                                             |                             |
| <p>DOT No. (Example: DOTM9ABC036)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                     | <p><input type="checkbox"/> Original Equipment<br/><input type="checkbox"/> Prior Repair</p>                                                                                                      |                                                    | <p>Failure Location:</p>                                                                                          |                             |
| <p>Tire Component Code</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                     |                                                                                                                                                                                                   |                                                    | <p>Tire Failure Type:</p>                                                                                         |                             |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p>Make:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     | <p>Date Manufactured:</p>                                                                                                                                                                         |                                                    | <p>Model No./Name:</p>                                                                                            |                             |
| <p>Seat Type:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     | <p>Installation System:</p>                                                                                                                                                                       |                                                    | <p>Child Seat Component Code:</p>                                                                                 |                             |
| <p>Failed Part:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                     | <p><b>APPLICABLE INCIDENT INFORMATION</b><br/><small>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</small></p>                                             |                                                    |                                                                                                                   |                             |
| <p>Crash<br/><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>Fire<br/><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Number of Persons Injured<br/>0</p>                                                                                                                                                            | <p>Number of Deaths<br/>0</p>                      | <p>Reported to Police<br/>N</p>                                                                                   |                             |
| <p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br/>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).</p>                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p>TL* THE CONTACT OWNS A 2006 CHEVROLET MALIBU. WHILE DRIVING AT 55 MPH, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE FAILURE RECURRED ONCE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 101,000.</p> <p>DESPUES EN LOS DIAS SIGUIENTES EL CARRO EN PARKING Y CON EL MOTOR ENCENDIDO EL TIMON SE MOVIA DE IZQUIERDA A DERECHA YA TENIA QUE MANTENER CON CUIDADO QUEVE COMO SE PONEA DURO EL TIMON. EL DIAGNOSTICO ES POWER STEERING CONTROL MODULE.</p> <p>EL STEERING SHAFT, PARA ESTA FECHA YA ESTA REEMPLAZADO (ES PARTE MECANICA)</p> |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |
| <p><small>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.</small></p>                                                                        |                                                                                     |                                                                                                                                                                                                   |                                                    |                                                                                                                   |                             |

CUSTOMER #:



\*INVOICE\*

670 Automotive Drive  
Colorado Springs, CO 80906  
(719) 632-5591

COLORADO SPGS, CO

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

www.danielslongchevrolet.com

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 729263 CARL ANTHONY MARSH

| COLOR | YEAR | MAKE/MODEL       | VIN                    | LICENSE | MILEAGE IN / OUT | TAG   |
|-------|------|------------------|------------------------|---------|------------------|-------|
|       | 06   | CHEVROLET MALIBU | 1G1ZT61866F [REDACTED] |         | 101742/101742    | T7358 |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|--------|---------|-----------|
| 08NOV05 DD |            |            | 17:00 08JUL15 |        | 123.95 | CASH    | 20JUL15   |

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: ENG:3.5\_Liter\_MFI\_OHV

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUST STATES AT TIMES STEERING WHEEL LOCKS UP AND YESTERDAY WHEEL  
STARTED TO SHIMMY ALL BY ITS SELF CHECK AND ADVISE

## 02 MAINTENANCE

27323 CP

1 22837369 MODULE

290.00 290.00

525.00 525.00

PARTS: 525.00 LABOR: 290.00 OTHER: 0.00 TOTAL LINE A: 815.00

101742 Found severe wear in intermediate steering shaft. Also found  
malfunction in Power steering control module 2.40 Replaced motor module  
assembly and performed calibrations, note: steering shaft not replaced,  
will require soon for safety

\*\*\*\*\*

B CHECK UP REPORT ----- DRAIN PLUG \_\_\_\_\_, OIL FILTER \_\_\_\_\_, OIL LEVEL \_\_\_\_\_,  
OIL CAP \_\_\_\_\_, LUG NUTS \_\_\_\_\_, RESET OIL LIGHT \_\_\_\_\_, ALL OTHER \_\_\_\_\_,  
WORK \_\_\_\_\_ WHEEL LOCK KEY \_\_\_\_\_

01 CHECK UP REPORT ----- DRAIN PLUG \_\_\_\_\_, OIL  
FILTER \_\_\_\_\_, OIL LEVEL \_\_\_\_\_, OIL CAP \_\_\_\_\_, LUG  
NUTS \_\_\_\_\_, RESET OIL LIGHT \_\_\_\_\_, ALL OTHER \_\_\_\_\_,  
WORK \_\_\_\_\_ WHEEL LOCK KEY \_\_\_\_\_

27323 IS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

101742 Completed

\*\*\*\*\*

CC@ 0830 7/10 LEFT MESSAGE

COMPLETELY SATISFIED IS OUR #1 GOAL!  
IF FOR ANY REASON YOU ARE NOT COMPLETELY  
SATISFIED, PLEASE CALL OUR SERVICE MANAGER,  
SCOTT SHANEN, AT 719-228-3563.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD IN  
CONNECTION WITH THIS SERVICE OR REPAIR ARE THOSE MADE BY THE MANUFACTURER OR ORIGINAL  
SUPPLIER. ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH  
WARRANTIES. ALL PARTS AND ACCESSORIES ARE SOLD AND ALL SERVICES AND REPAIRS ARE PROVIDED  
BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE,  
AND NEITHER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN  
CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS OR SERVICES PERFORMED  
TO THE VEHICLE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the  
services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any  
replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of  
the Amount Due.

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              | 290.00 |
| PARTS AMOUNT              | 525.00 |
| GAS, OIL, LUBE            | 0.00   |
| SUBLET AMOUNT             | 0.00   |
| SHOP SUPPLIES             | 0.00   |
| TOTAL CHARGES             | 815.00 |
| LESS INSURANCE            | 0.00   |
| SALES TAX                 | 40.06  |
| PLEASE PAY<br>THIS AMOUNT | 855.06 |

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling