

 U.S. Department of Transportation National Highway Traffic Safety Administration		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	
		Date Received: JAN 13 2016 29-OCT-2015		Repository ☐ Reference No. 10787006	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
BERLIN		NH			
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		Make		Model	
1G1ZE5E16BF		CHEVROLET		MALIBU	
Model Year		Engine:		Fuel Type:	
2011		No: Cylinders		Reg.	
Date Purchased		Dealer's Name and Telephone Number		State	
March 2011		Berlin City Chevy		NH	
Original Owner		Dealer's City		Zip Code	
☒		Gorham NH		03581	
Transmission Type		Powertrain		Multiple Failure:	
Auto		☒ Antilock Brakes ☒ Cruise Control		2	
				Incident Date(s)	
				26-OCT-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 026000 TRACTION CONTROL SYSTEM, 110000 ELECTRICAL SYSTEM, 250000 ELECTRONIC STABILITY CONTROL, 250000 ELECTRONIC STABILITY CONTROL				Failure Mileage	
				54000	
				Failure Speed	
				55	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2011 CHEVROLET MALIBU. WHILE DRIVING AT 55 MPH, THE ESC WARNING LIGHT ILLUMINATED. SUDDENLY, THE DIMINISHING ENGINE POWER AND TRACTION CONTROL WARNING LIGHTS ILLUMINATED AND THE VEHICLE WOULD NOT ACCELERATE. THE CONTACT DEPRESSED THE ACCELERATOR PEDAL, BUT THE VEHICLE FAILED TO RESPOND. THE VEHICLE WAS SHUT OFF AND RESTARTED; HOWEVER, THE SERVICE ENGINE WARNING LIGHT REMAINED ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 54,000.					
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 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.					

CHEVROLET BUICK GMC
 545 MAIN STREET - GORHAM, NH 03581
 PHONE: (603) 752-3700 · TOLL FREE: 1-800-795-CHEV
 FAX: (303) 928-6814 (2438)
 www.berlinincity.com

DATE/TIME NO.	SERVICE ADVISOR 35013 Jesse Croteau	TAG NO. T1471	INVOICE DATE 05NOV15	INVOICE NO.
BERLIN, NH	HOURLY RATE 0.00	LICENSE NO.	COLOR SILVER	NO. STOCK / STOCK NO.
HOME ADDRESS home	YEAR/MAKE/MODEL 11 CHEV MALIBU	PO NO.	MILEAGE IN 54589	MILEAGE OUT 54589
TO HOME	VEHICLE IDENTIFICATION NO. 1G1ZE5E16BF	PROMISED 18:00 04NOV15	PROD. DATE	IN SERVICE DATE 17JUN11
TELEPHONE	CELL PHONE	R.O. DATE 04NOV15	WAR EXP.	
COMMENTS ENG:2.4_Liter_MFI_DOHC				

A GUEST STATES THAT MULTIPLE LIGHTS ARE ILLUMINATED AS WELL AS REDUCED ENGINE POWER.

D6 DRIVEABILITY DIAGNOSTICS
 433 Dumont, Jason M LIC#: 433
 C07

R6 DRIVEABILITY
 433 Dumont, Jason M LIC#: 433
 C07

CHEVROLET 145.58 219.98 0.00 365.56
BUICK 145.58 219.98 0.00 365.56

PARTS: 145.58 LABOR: 219.98 OTHER: 0.00 TOTAL LINE A: 365.56

54589 2138 ACC PEDAL POSITION SENSOR ON ORDER REPLACED PEDAL
 TESTER DROVE ALL OK NOW

CUSTOMER PAY ENVIRON/OTHER CHG FOR REPAIR ORDER

Thank you for choosing Berlin City's GM Certified Service our Goal is 100% Customer Satisfaction. If you are not 100% Satisfied please call our Service Manager: Randall Grondin @ 800-795-2438 ext 314933 like us on facebook @ www.facebook.com/BerlinCityChevrolet

GMC

Thank You!

Service Department Hours

Monday to Friday
7:00am - 5:30pm
Saturday
8:00 am - 2:00 pm

GM CERTIFIED SERVICE FREE!!!
NH STATE INSPECTIONS

Conventional Oil Change

\$24.95
 UP TO 5 QUARTS

Dexos Oil Change &
 Tire Rotation

\$44.95
 UP TO 5 QUARTS

Check Engine Light On?

We will provide a
 Free Initial Scan for
 Engine Trouble Codes

Diagnosis Time Extra

Ask About Our Pre-paid Maintenance Program
Starting At \$99.00

3 - Oil Changes
3 - Tire Rotations
3 - Car Washes

Restriction will apply

EXCLUSION OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, BERLIN CITY AUTO GROUP - GM SUPERSTORE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS; THEREFORE, WITH RESPECT TO THE SELLER, THE PRODUCT IS SOLD "AS IS" AND THE ENTIRE RISK AS TO QUALITY AND PERFORMANCE OF THE PRODUCT IS WITH THE BUYER AND/OR MANUFACTURER AND IF THE PRODUCT PROVES DEFECTIVE AFTER PURCHASE, THE BUYER AND/OR MANUFACTURER, NOT THE SELLER, SHALL ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

DISPOSAL OF HAZARDOUS WASTE
 The State of NEW HAMPSHIRE requires that all hazardous waste (oil, Solvents, Anti-Freeze, etc.) must be disposed of by licensed contractor in an environmentally safe manner.
 Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	219.98
PARTS AMOUNT	145.58
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENV. PROTECTION CHARGE	36.56
TOTAL CHARGES	402.12
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	402.12

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

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CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE
	410 Brandon P-Santone	T1358	16NOV15
BERLIN, NH	HOURLY RATE	LICENSE NO.	COLOR
	0.00		SILVER
	YEAR/MAKE/MODEL	PO NO.	MILEAGE IN
	11 CHEV MALIBU		54999
	VEHICLE IDENTIFICATION NO.	PROD. DATE	MILEAGE OUT
	1G1ZE5E16BF		54999
	CELL PHONE	PROMISED	IN SERVICE DATE
		18:00 16NOV15	17JUN11
TEL HOME	COMMENTS	R.O. DATE	WAR EXP.
	ENG:2.4 Liter MFI DOHC	16NOV15	

A GUEST STATES THAT THE VEHICLE LOOSES POWER AND IS IN REDUCED POWER

MODE: D6-DRIVEABILITY DIAGNOSTICS
 460 Gauthier, Spencer A LIC#: 460
 PARTS: 0.00 LABOR: 109.99 OTHER: 0.00 TOTAL LINE 1: 109.99

54999 FOUND CODE P2108 APP SENSORS 1 AND 2 CORRELATION FOUND
 BULLETIN 07-06-04-0198 TO CHECK FOR WATER INTRUSION AT IPV BODY
 HARNESS CONNECTOR X206. REMOVED IP ACCESS PANEL FOUND WATER AT
 CONNECTOR. LEAK TESTED SUNROOF. FOUND LEFT FRONT SUNROOF DRAIN
 COMPLETELY DISCONNECTED AND WATER RUNNING THROUGH HEADLINER DOWN
 B-PILLAR ACROSS CONNECTOR X206 AND THEN ONTO DRIVERS FLOOR. RE-ATTACHED
 DRAIN HOSE AND VERIFIED DRAINING PROPERLY. ADDED DIELECTRIC GREASE TO
 CONNECTOR X206 TO PREVENT CORROSION OF TERMINALS. CLEARED CODES
 MONITORED APP CORRELATION ALL GOOD AT THIS TIME. PUT INTERIOR BACK
 TOGETHER.

B. FREE "27 POINT VEHICLE INSPECTION GM MPVI"
 27PT FREE "27 POINT VEHICLE INSPECTION GM MPVI"
 460 Gauthier, Spencer A LIC#: 460
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE 2: 0.00

CUSTOMER PAY ENVIRON/OTHR CHG FOR REPAIR ORDER 11.00

Thank you for choosing Berlin City's Gm
 Certified Service our Goal is 100%
 Customer Satisfaction. If you are not 100%
 Satisfied please call our Service Manager.
 Randall Grondin @ 800-795-2438 ext 314811
 like us on facebook @
 www.facebook.com/BerlinCityChevrolet

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 Any charge for disposal of hazardous waste reflects our conformity to
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LABOR AMOUNT	109.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENV. PROTECTION CHARGE	11.00
TOTAL CHARGES	120.99
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	120.99

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