


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 01-FEB-2016	Repository <input type="checkbox"/> Reference No. 10823404		
<b>OWNER INFORMATION (Type or Print)</b>					
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]		
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City -OWNEBORO OWENSBORO	State KY	Zip Code [REDACTED]			
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZK577484 [REDACTED]		Make CHEVROLET	Model MALIBU LTZ	Model Year 2008	
Date Purchased 3-1-11	Dealer's Name and Telephone Number HENDERSON CHEVROLET -BUCK-GMC		Engine: No: Cylinders V-6	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City HENDERSON	State KY	Zip Code 42420		
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-NOV-2015	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage 61208	Failure Speed 70 mph	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured NONE	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 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE OPERATING THE VEHICLE, THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE TIMING BELT HAD STRETCHED AND WOULD NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT INDICATED THAT APPROXIMATELY ONE MONTH LATER, THE CHECK ENGINE WARNING LIGHT ILLUMINATED AGAIN. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE ACTUATOR SOLENOID NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 61,208.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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.					

CHEVROLET  
CADILLAC  
HYUNDAI

TOYOTA  
HONDA  
NISSAN



CHRYSLER  
DODGE  
JEEP  
RAM

FORD  
BUICK  
GMC

P.O. BOX 968 • OWENSBORO, KY. 42302-0968 • PHONE (270) 926-2500 • TOLL FREE: 1-800-467-2510 • WWW.MOOREDEALS.COM

*Call*

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ANITA REVLETT	122136	TAB NO 731	INVOICE DATE 11/27/15	INVOICE NO [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	61,208	COLOR /	STOCK NO
OWENSBORO, KY [REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 04/11/08	DELIVERY MILES
	VEHICLE ID NO 1G1ZK577484 [REDACTED]			SELLING DEALER NO	PRODUCTION DATE
	F T E. NO	P O. NO		R. O. DATE 11/23/15	REPRINT# 1
REASON FOR CALL [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

LABOR & PARTS

J# 1 13CVZSESLITE SES LIGHT ON TECH(S):96398 1225.00  
 CUSTOMER STATES: SERVICE ENGINE SOON LIGHT IS COMING ON  
 TEAR DOWN. FOUND TIMING CHAINS STRETCHED. NEEDS WASHER FOR  
 CAMSHAFT SPROCKETS.  
 INSTALL WASHERS AND TIMING CHAINS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	4	12630941	WASHER 0.533	5.62	22.48
JOB # 1	1	12346290	COOLANT 8.800	19.20	19.20
JOB # 1	1	12650231	CHAIN PKG 0.724	289.47	289.47
JOB # 1	1	11569873	BOLT 0.662	5.29	5.29
JOB # 1	4	11588279	BOLT 8.900	4.48	17.92
JOB # 1	1	19303974	FILTER 1.836	6.22	6.22
JOB # 1	1	12598158	GASKET KI 3.270	68.45	68.45
JOB # 1	1	12566429	SEAL 1.173	5.24	5.24
JOB # 1	1	12584040	SEAL 1.154	5.14	5.14
JOB # 1	1	12378521	SEALANT 8.800	21.41	21.41
				JOB # 1 TOTAL PARTS	460.82

JOB # 1 TOTAL LABOR & PARTS 1685.82

J# 2 97CVZRENTAL RENTAL CAR TECH(S):134 0.00  
 RENTAL VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 11CVZLDF LUBE OIL FILTER TECH(S):96398 11.00

CUSTOMER STATES: CHANGE ENGINE OIL AND OIL FILTER, LUBRICATE  
 FILL FLUIDS TO PROPER LEVELS. INSPECT AIR FILTER AND ADVISE  
 SCHEDULED MAINTENANCE  
 CHANGED OIL AND OIL FILTER, LUBED, CHECKED AND TOPPED OFF  
 ALL FLUIDS, CHECKED ALL BELTS AND HOSES  
 MOORE AUTOMOTIVE THANKS YOU FOR YOUR BUSINESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	1	19303974	FILTER 1.836	6.50	6.50
				JOB # 3 TOTAL PARTS	6.50

JOB # 3 TOTAL LABOR & PARTS 17.50

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		39.88
JOB # 1	AD	ADV DISCOUNT		-50.00
JOB # 1	PA	PARTS ADVERTIZING		-50.00
JOB # 2	RET2	RENTAL TAX 2 DAYS \$1.70 PER DAY		3.40
JOB # 2	RE2	RENTAL 2 DAYS \$28.30 PER DAY		56.60
JOB # 3	OF	OIL & FILTER		15.75
TOTAL - MISC				15.63

COMMENTS  
 HAS 10 PERCENT COUPON

The Reynolds and Reynolds Company EPRINTWYE  
 SF682348 Q (08/15)

CHEVROLET  
CADILLAC  
HYUNDAI

TOYOTA  
HONDA  
NISSAN



CHRYSLER  
DODGE  
JEEP  
RAM

FORD  
BUICK  
GMC

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CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR ANITA REVLETT	122136	TAG NO. 731	INVOICE DATE 11/27/15	INVOICE NO. [REDACTED]
OWENSBORO, KY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,208	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 04/11/08	DELIVERY MILES
	VEHICLE ID NO. 1G1ZK577484 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 11/23/15
COMMENTS REPRINT# 1					

COMMENTS.....  
1690.33 TO CSUTOMER  
60.00 TO RENTAL ACCOUNT

TOTALS.....

*****			TOTAL LABOR....	1236.00
* [ ] CASH [ ] CHECK # [ ] CHARGE #	TOTAL PARTS....	467.32	TOTAL SUBLET...	0.00
* [ ] VISA [ ] MASTERCARD [ ] AMERICAN EXPRESS	TOTAL G.O.G....	0.00	TOTAL MISC CHG.	115.63
* [ ] DISCOVER [ ] OTHER	TOTAL MISC DISC	-100.00	TOTAL TAX.....	31.38
*****			<b>TOTAL INVOICE \$</b>	<b>1750.33</b>

At Moore Automotive we want you to be "COMPLETELY SATISFIED". If for any reason you are not "COMPLETELY SATISFIED" Please contact Ben Spicer at our DOWNTOWN location @ 270-685-5551 ext. 201  
For BODY SHOP CONCERNS Contact Damian Clements 270-685-5552

And as always Don Moore Automotive says THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE \_\_\_\_\_

CHEVROLET  
CADILLAC  
HYUNDAI

TOYOTA  
HONDA  
NISSAN



CHRYSLER  
DODGE  
JEEP  
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*Handwritten signature*

CELL: [REDACTED]

CUSTOMER NO	ADVISOR ANITA REVLETT	122136	TAG NO 655	INVOICE DATE 12/14/15	INVOICE NO
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 61,667	COLOR /	STOCK NO
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 04/11/08	DELIVERY MILES
OWENSBORO, KY	VEHICLE ID NO 1G1ZK577484			SELLING DEALER NO	PRODUCTION DATE
[REDACTED]	PTE NO	P O NO	R O DATE 12/14/15	REPRINT# 1	
HOME PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
 J# 1: 13CVZSES LITE SES LIGHT ON TECH(S):96398 0.00  
 CUSTOMER STATES: SERVICE ENGINE SOON LIGHT IS COMING ON  
 CK HISTORY  
 CODE P0023 EXHAUST CAMSHAFT ACTUATOR SOLENOID VALVE  
 BANK TWO. ACTUATOR SOLENOID SHORTED.  
 REPALCE ACTUATOR SOLENOID VALVE. CLEAR CODE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12636175	VALVE 0.736	57.49
JOB # 1 TOTAL PARTS				57.49
JOB # 1 TOTAL LABOR & PARTS				57.49

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	57.49
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL HISC CHG.	0.00
TOTAL HISC DISC	0.00
TOTAL TAX.....	3.45
<b>TOTAL INVOICE \$</b>	<b>60.94</b>

At Moore Automotive we want you to be "COMPLETELY SATISFIED". If for any reason you are not "COMPLETELY SATISFIED" Please contact Ben Spicer at our DOWNTOWN location @ 270-685-5551 ext. 201 For BODY SHOP CONCERNS Contact Damian Clements 270-685-5552

And as always Don Moore Automotive says THANK YOU FOR YOUR BUSINESS!

DON MOORE CHEVROLET  
 600 W 2ND ST  
 OWENSBORO, KY 42301-0739  
 9

Merchant ID: 6000 Ref #: 0012

CUSTOMER SIGNATURE

Sale

XXXXXXXXXX [REDACTED]  
 VISA Entry Method: Swiped  
 Total: \$ 60.94

12/14/15 12:08:31  
 Inv #: [REDACTED] Appr Code: [REDACTED]  
 Transaction ID: 385348653119814  
 Apprvd: Online Batch#: 080127



December 18, 2015

[REDACTED]  
[REDACTED]  
Owensboro, KY [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2008 Chevrolet Malibu.

This offer is valid towards one service visit on VIN 1G1ZK577484 [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request 8-1678109777

For more information regarding the maintenance and care of your vehicle, please visit [REDACTED]. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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**ATTENTION: DEALERSHIP SERVICE MANAGER**

When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

