

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

 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 09-FEB-2016 APR 01 2016	Repository ☐ Reference No. 10825146		
OWNER INFORMATION (Type or Print)					
Name		[REDACTED]		Daytime Telephone Number	
Address		[REDACTED]		E-mail Address	
City	ARLINGTON	State	TX	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).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1G1ZH57B89F [REDACTED]		CHEVROLET		MALIBU	
Model Year		2009		Engine:	
Date Purchased		7/2010		No: Cylinders	
Dealer's Name and Telephone Number		Central Kia		Fuel Type:	
Original Owner		[REDACTED]		Gas	
Dealer's City		Plano		State	
TX		Zip Code		[REDACTED]	
Transmission Type		[REDACTED]		Incident Date(s)	
[REDACTED]		[REDACTED]		18-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 010000 STEERING, 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM				Failure Mileage	
				175000	
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)		[REDACTED]		Failure Location:	
Tire Component Code		Tire Failure Type:		[REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:		[REDACTED]	
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	
[REDACTED]		[REDACTED]		Number of Deaths	
[REDACTED]		[REDACTED]		Reported to Police	
[REDACTED]		[REDACTED]		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 2009 CHEVROLET MALIBU. THE CONTACT STATED THAT THE STEERING WHEEL BECAME EXTREMELY TIGHT WITHOUT WARNING AND THE ESC WARNING LIGHT REMAINED ILLUMINATED. THE DEALER WAS NOTIFIED OF THE FAILURE AND INDICATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBERS: 14E044000 (STEERING) AND 14V153000 (STEERING). THE VEHICLE WAS TAKEN TO A REPAIR SHOP FOR FURTHER INSPECTION. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBERS: 14V252000 (ELECTRICAL SYSTEM, ELECTRONIC STABILITY CONTROL, EXTERIOR LIGHTING, SERVICE BRAKES, HYDRAULIC, VEHICLE SPEED CONTROL) AND 12V460000 (POWER TRAIN). THE DEALER WAS TO SCHEDULE BOTH RECALL REPAIR APPOINTMENTS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 175,000. PARTS DISTRIBUTION DISCONNECT.					
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.					

Customer Invoice

02/04/2016

**FIRESTONE COMPLETE AUTO CARE
MCDERMOTT
1330 W MCDERMOTT DR
ALLEN, TX. 75013-2844**

Service Advisor:

06 KAYLA

972.747.0741

2009 CHEVROLET MALIBU LS

2.4L L4 FI GAS VIN B DOHC

Lic #: [REDACTED] Vin #: 1G1ZH57B89F [REDACTED]

In: 02/04/16 3:31PM Mileage: 183,811

Out: 02/04/16 5:05PM

Store # 599573

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
COURTESY CHECK	06				
COURTESY CHECK	7046930 07NS	1	N/C	N/C	
DIAGNOSTIC SERVICE (ENGINE ANALYSIS)	1 06				89.99
ESC LIGHT CAME ON					
HARD TO STEER					
NATIONAL RECALL					
CALL 800-222-1020					
COMPUTERIZED ENGINE ANALYSIS	7024546 07NS	1	89.99	89.99	

Technician(s):

07 JERED

Payment History:

MasterCard 5153 95.84 835284

Total Tendered 95.84

Summary:

Parts	0.00
Labor	89.99
Shop Supplies	5.40

Sub-Total	95.84
Tax (8.25%)	0.45
Total	\$96.29

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

1) 02/04/2016 05:04PM 0.00 [REDACTED] IN PERSON

Customer Signature

All parts are new unless otherwise specified.

Declined Work:

POWER STEERING

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 599573-275367www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information

We Support ASE
Testing and
Certification

Inv1 [REDACTED]

WORK ORDER

02/04/16 05:05PM

FIRESTONE COMPLETE AUTO CARE

1330 W McDERMOTT DR
ALLEN, TX. 75013-2844

SERVICE ADVISOR

06 KAYLA

972.747.0741

PLANO, TX

2009 CHEVROLET MALIBU LS
2.4L L4 FI GAS VIN B DOHCLIC # TX VIN # 1G1ZH57B89F
IN 02/04/16 3:31PM EST. MILEAGE 32,141

Store # 599573

Recommended Services not Authorized by Customer

Status	Description	Qty	Parts	Unit Price		Extended Price		Total
				Labor	Job	Total	Cat. Total	
Recmd	POWER STEERING					1,255.51		
	REMOVE & REPLACE TORQUE SENSOR	1	0.00	288.00				
	REMOVE & REPLACE ELECTRONIC STRG	1	0.00	132.00				
	MOTOR/MOD ASSY							
	STEERING TORQUE SENSOR	1	259.51	0.00				
	POWER STEERING COTROL MODULE	1	576.00	0.00				
	Related - Preventive Maintenance - Suggested					> 1,255.51		1,255.51

Recommended Parts: 835.51
Labor: 420.00
Subtotal: 1,255.51
Shop Supplies: 25.00
Tax (8.25%): 70.99
Total: 1,351.50

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate.

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

www.FirestoneCompleteAutoCare.com