

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 11-FEB-2016 MAY 10 2016	Repository ☐ Reference No. 10825536		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
CINCINNATI		OH			
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	Model Year	
1G1ZA5E43BF		CHEVROLET	MALIBU	2011	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
6-2012	Car Max 1-513-830-8426		No: Cylinders		
Original Owner ☐	Dealer's City	State	Zip Code		
	Forest Park OHIO-12155	Ohio	45240		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
☐ Cruise Control			Yes (6)	10-FEB-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 026000 TRACTION CONTROL SYSTEM, ENGINE (PWS), 250000 ELECTRONIC STABILITY CONTROL			Failure Mileage	Failure Speed	
Engine light			123000	45	
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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 APPROXIMATELY 45 MPH, THE ENGINE STALLED AND THE VEHICLE SHOOK VIOLENTLY. THE TRACTION AND SERVICE ESC WARNING INDICATORS ILLUMINATED. THE VEHICLE DID NOT RESTART. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 123,000. THE VIN WAS UNAVAILABLE.					
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.					

Dear Sir,

This all began in February 7, 2016 while driving in Oxford Ohio while driving @ 25 m. per hour stop at Traffic light when light turned green began to accelerate the car shook violently the Traction and Service ESC warnings and Engine light all illuminated, after pulling over in bank parking lot and turning off the engine it would not start battery was dead.

Across the street was Monro muffler / Brake and Service ask if they could repair was told yes but they had no tow truck. I had the car towed over the next day on Feb 13 I paid for work completed \$1635.78 the car drove fine for 2-3 days same problem in downtown Cincinnati which created huge problem had it towed again at a cost of \$43.00 to Carmax where I bought it from they kept it for 7 days gave me a cost of \$1,500.00 for repair which was the same repair Monro had just done. Had the car towed from Carmax back to Oxford Ohio to Monro's shop at a cost of \$85.00. Referred Carmax to Monro about same problem so the Carmax repair was of no cost was told that Monro had done something wrong, the car again stop doing the same as above 3 days later just getting off expressway had it towed again back to Monro \$85.00. Monro I have worked very hard to resolve this issue so they re-did and also change gas filter & sensor \$220.00.

Called me and said vehicle was ready, so we drive to Oxford to get car drove less than 1/2 mile same problem took it back the manager did something else and it stop shaking and began running smoothly. I drove the car leaving Oxford and got to Hamilton Oh. Meijer before it happened again I left the car at Meijer called Monro and Monro had it towed back to them. While Monro was working on the vehicle they collaborated with GM to assure the problem was repaired so they towed the car to Jake Sweeney Chevrolet. On April 20 Monro called for me pick the car up at Jake Sweeney which I did Monro covered all cost. On April 23, 2016 the same problem again the car at this time is at Jake Sweeney 04/25/2016

Note: Jake Sweeney did Harness BPPs / BCM & Connector Repair.

Hannel Davis

(completely ~~afraid~~ afraid to drive anywhere)

Car was purchased at:

Car Max
12105 Omniplex Ct.
Cincinnati, Ohio 45240
1-513-830-8426

Monro
Muffler / Brake
& Service
20 Lynn Ave
Shop 215
Oxford, Ohio 45056
1-513-523-7882

CUSTOMER #: [REDACTED]
[REDACTED]

PAID
APR 20 2016
JAKE SWEENEY

[REDACTED]
INVOICE



**JAKE SWEENEY
CHEVROLET**
33 West Kemper Road
Cincinnati, Ohio 45246
(513) 782-2826

OXFORD, OH [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 10318 ERIC SCHULKERS

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
		11	CHEVROLET MALIBU LIM		1G1ZA5EU3B[REDACTED]		129768/129828		T1647
IN SERVICE DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JUN11 IS				17:00 13APR16		[REDACTED]	100.00	CASH	20APR16
R.O. OPENED		READY		OPTIONS: DLR: [REDACTED] ENG:2.4_Liter_MFI_DOHC					
08:17 13APR16		10:48 20APR16							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THE CHECK ENGINE LIGHT IS ON/ CUST HAS REPLACE THROTTLE BODY 3 TIMES. PLEASE CHECK AND ADVISE
MELECT MISCELLANEOUS ELECTRICAL DIAGNOSIS AND/OR REPAIR
10403 CPCR 400.00 400.00
1 13584094 (S)CONNECTOR 35.17 35.17 35.17
PARTS: 35.17 LABOR: 400.00 OTHER: 0.00 TOTAL LINE A: 435.17

129828 WIRE HARNESS REPAIRS AT ECM AND TPS GAS PEDAL SENSOR
=====4.0=====SCAN TESTED HAD P2135 SETTING IN VERY SHORT DRIVES, WIRE HARNESS REPAIRS AT ECM AND TPS GAS PEDAL SENSOR ,CAR HAD MANY NEW PARTS ,TRADED PARTS FROM ANOTHER KNOWN GOOD VEHICLE, SWAP THROTTLE BODY, SWAP THROTTLE PEDAL, THIS SEAMED CORRECTED FOR AWHILE , REPLACED CONNECTOR AND CALLED TECH ASSETS CALLED 8-1936048084 , TALK TO DERRICK HAD ME RE CRIMP ECM CONNECTORS ROAD TEST MULTI TIMES WITH NO PROBLEMS =====IF PROBLEM RETURNS MY NEED ECM AND CONNECTORS

B PERFORM ON THE ROLL INSPECTION
OTR PERFORM ON THE ROLL INSPECTION
10403 CPCR 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C PERFORM RECALL 15031 SAFETY BELT TENSIONER
CAUSE: RECALL
9101514 INSTALL SEAT BELT TENSIONER MOUNTING BRACKETS, 2011-2012 MALIBU, PER RECALL 15031.
10403 W94
1 23409629 F-BELT PKG
FC: PART#: COUNT:
CLAIM TYPE: ZEAT
AUTH CODE:

PAID
APR 20 2016
JAKE SWEENEY

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
RECALL 15031 RECALL 15031 COMPLETED INSTALLED SEAT BELT ANCHORS

PARTS AND LABOR WARRANTY:		DESCRIPTION	TOTALS
CHEVROLET.....12 MONTHS / 12,000 MILES		LABOR AMOUNT	
WHICHEVER COMES FIRST		PARTS AMOUNT	
SERVICE HOURS:		GAS, OIL, LUBE	
MON. - FRI. 7:30 AM - 6:00 PM		SUBLET AMOUNT	
SAT. 8:00 AM - 2:00 PM (BY APPT. ONLY)		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
Thank you for bringing your vehicle to Jake Sweeney Automotive for service.		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

DISCLAIMER OF WARRANTIES
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

CUSTOMER #: [REDACTED]

INVOICE



**JAKE SWEENEY
CHEVROLET**
33 West Kemper Road
Cincinnati, Ohio 45246
(513) 782-2826

JakeSweeney.com
Chevrolet

OXFORD, OH [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10318 ERIC SCHULKERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	CHEVROLET MALIBU LIM	1G1ZA5EU3BF [REDACTED]		129768/129828	T1647	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN11 IS			17:00 13APR16	[REDACTED]	100.00	CASH	20APR16
R.O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG:2.4 Liter_MFI_DOHC					
08:17 13APR16	10:48 20APR16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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D PERFORM RECALL 13036 BRAKE LAMP MALFUNCTION
CAUSE: RECALL

9100810 BCM AND BPPS HARNESS AND CONNECTOR
REPAIR, PER RECALL 13036.

10403	W94	(N/C)
1 15188763	(S) RETAINER	(N/C)
1 11509086	(S) STRAP	(N/C)
1 13596990	(S) CLIP	(N/C)
1 13596991	(S) RETAINER	(N/C)

FC: PART#: COUNT:
CLAIM TYPE: ZFAT
AUTH CODE:



MISC ADHESIVE

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00
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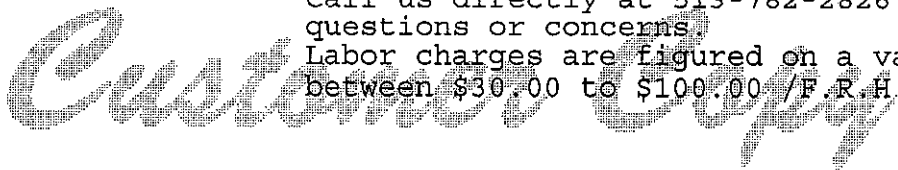
RECALL 13036 RECALL 13036 COMPLETED REWORKED CONNECTORS

E** C/S THE REDUCED ENGINE POWER LIGHT CAME ON
NOTE COMMENTS.....

NOTE COMMENTS.....										!
10403 CPCR										0.00 0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:				0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 10.00

Thank you for choosing Jake Sweeney Chevrolet
for your service needs. We hope you are
COMPLETELY SATISFIED!
Call us directly at 513-782-2826 with any
questions or concerns.
Labor charges are figured on a variable rate
between \$30.00 to \$100.00 /F.R.H.



PARTS AND LABOR WARRANTY: CHEVROLET.....12 MONTHS / 12,000 MILES WHICHEVER COMES FIRST SERVICE HOURS: MON. - FRI. 7:30 AM - 6:00 PM SAT. 8:00 AM - 2:00 PM (BY APPT. ONLY) Thank you for bringing your vehicle to Jake Sweeney Automotive for service.	DISCLAIMER OF WARRANTIES Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.	DESCRIPTION	TOTALS
	CUSTOMER SIGNATURE	LABOR AMOUNT	400.00
		PARTS AMOUNT	35.17
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	10.00
		TOTAL CHARGES	445.17
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	445.17

Original Receipt. Clerk: CHVSVC1

JAKE SWEENEY CHEVROLET
33 W KEMPER RD
CINCINNATI, OH 45246
PHONE: (513) 782-2800

Card Number: XXXXXXXXXXXX [REDACTED]
Card Exp Date: XX/XX Card Present
Transaction Type: VISA SALE
Transaction Amount: \$445.17
Auth Code: [REDACTED]
AVS Reply: (N) NO MATCH
CVV2 Card Code: (M)MATCH
Ticket #: [REDACTED]
Invoice #: [REDACTED]
Purchase Order #: [REDACTED]
Date: 04/20/16 10:50:11 AM

CARDMEMBER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT OF
THE TOTAL SHOWN HEREIN AND AGREES TO
PERFORM THE OBLIGATIONS SET FORTH BY
THE CARDMEMBER's AGREEMENT WITH ISSUER

X _____

SIGNATURE

CUSTOMER COPY



MONRO MUFFLER/BRAKE & SERVICE
20 LYNN AVE.
SHOP 315
OXFORD, OH 45056
(513)523-7882

PAGE 1

Customer ID: [REDACTED]
 Name: [REDACTED]
 Address: [REDACTED]
 Address 2: [REDACTED]
 City, State, Zip/Postal Code: OXFORD, OH, [REDACTED]
 Home Phone: [REDACTED]
 Work Phone: () - [REDACTED]
 Other Phone: () - [REDACTED]
 Tax Exempt #: [REDACTED]
 Manager: MICHAEL GIALLORETO
 Services Requested:
 POWER DOWN WHILE DRIVING SAY SERVICE SRS CHECK AND ADVISE

Year: 11
 Make: CHEVROLET
 Model: MALIBU
 Lic No: T
 VIN:
 Color:
 Engine:
 Mileage In: 2500
 Mileage Out: 125412

Date/Time: 02/13/16 14:17:33
 Estimate #: [REDACTED]
 Invoice #: [REDACTED]
 Key Tag: False
 PO Number:
 Email Address:
 Fleet/Wholesale: N
 Unit Number:

Qty.	Part #	REC	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available			Torque: Not Available						
SERVICE									
1	OUTSE	P	THROTOL BODY		60	349.99	349.99	75.00	424.99
1	VALFSP	P	FUEL SYSTEM PROCS		40	82.99	82.99	50.00	132.99
			TOTAL SERVICE:	557.98					

MISCELLANEOUS

1	FEE	S	SHOP SUPPLY FEE	0		39.00	39.00	0.00	39.00
				This charge represents costs and profits to the motor vehicle facility for miscellaneous shop supplies or waste oil.					
			TOTAL MISCELLANEOUS:	39.00					

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAYMENT TYPE: VISA 635.78 Date: 2/13/2016
 CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
 APPROVAL #: [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

AY ISA AMT 635.78 2/13/2016

SUB TOTAL 596.98
 SALES TAX 38.80
 GRAND TOTAL 635.78

AYMENT COLLECTED BY: M. GIALLORETO
 ECH: 074568-0.00 C. FOREST