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	Repository ☐
30-JUN-2016	Reference No. 10881752

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City WEST MIFFLIN	State PA	Zip Code	Evening Telephone Number

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
1G1Z85E0XCF	CHEVROLET	MALIBU	2012

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
2-16-12	CENTURY III	412-466-9210	No: Cylinders	
Original Owner ☒	Dealer's City	State / Zip Code	4	UNLEAD
	WEST MIFFLIN	PA / 15122		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
6 SPEED AUTO	☐ Antilock Brakes ☒ Cruise Control			22-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
	32000	

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: DOTMAL9ABC036)	☐ 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	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 2012 CHEVROLET MALIBU. UPON STARTING THE VEHICLE, THE SERVICE AIR BAG WARNING INDICATOR REMAINED ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING WHEEL SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILLAGE WAS 32,000. 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.

CUSTOMER #: [redacted]

[redacted]

INVOICE

Century III Chevrolet, Inc.

2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597
TELEPHONE: (412) 466-9210 FAX 466-6007

WEST MIFFLIN, PA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 3562 GREGOR MICHAEL SAULS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
37U IMPERI	12	CHEVROLET MALIBU	1G1ZB5E0XCF[redacted]		32050/32050	T250

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB12 DD			WAIT 27JUN16		0.00	CASH	27JUN16

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:[redacted]
12:56 27JUN16	14:38 27JUN16	ENG:LE5 ECOTEC 2.4L DOHC 16V 4-CYL VVT MFI TRN:MH8 ELECTRONIC 6-SPEED AUTOMATIC W/OD

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S THE SERVICE AIRBAG MESSAGE IS ILLUMINATED							
	16	BODY ELECTRICAL						
		2855	CS	2.00			225.09	225.09
	1	20940370	COIL			149.50	149.50	149.50
32050	SCANNED FOUND CODE B0012 FOUND DRIVERS SIR COIL FAILED, REPLACED SIR COIL							

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JUN 28 PAID

SERVICE HOURS:
Mon.-Thurs.: 7:30 A.M. to 7:30 P.M.
Fri.: 7:30 A.M. to 8:00 P.M.
Sat.: 8:00 A.M. to 1:00 P.M.

DAMAGE DESIGNATION

* Early Bird Drop Off
* Shuttle Service Available
* Rental Cars Available
* Full Service Body Shop For All Of Your Collision Needs

Goodwrench Service Plus

*ASE Certified Technicians
*Competitive Up-Front Pricing
*Lifetime Service Guarantee
*Factory trained technicians

You may receive a survey from the factory soon, and we ask you to reply to it *Completely Satisfied * Completely Satisfied * We aim for you to be * Completely Satisfied * If you are not please let us know.

(412) 466-9210

EXCLUSION OF WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	225.09
PARTS AMOUNT	149.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SOLV. & LUBRICANTS	0.00
TOTAL CHARGES	374.59
LESS INSURANCE	0.00
SALES TAX	26.23
PLEASE PAY THIS AMOUNT	400.82

CUSTOMER