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EXECUTIVE SECRETARIAT

Annapolis, MD.

2005 MAY 18 P 3:43

2005 MAY 20 AM 6:49

May 13, 2005

NATIONAL
TRAFFIC SAFETY ADMINISTRATION

Administrator
National Traffic Safety Administration
400 Seventh Street SW
Washington, DC 20590

Dear Sirs,

I am writing to you to request your help in a matter that I believe I am being ripped off by the corporation. I received a recall notice (number 05013) in the mail from Chevrolet regarding my 2001 Chevy Astro Van having a defect that related to motor vehicle safety in my particular vehicle. The letter went on to say that the stop lamps and rear hazard lamps may become inoperative and that this could lead to an accident. Chevrolet said to take my vehicle to a Chevrolet dealer so they could inspect and replace the hazard warning flasher switch and if required, the multifunction switch if need be, at NO CHARGE to me the consumer. It just so happens that about 1 year before they had this recall on the defect, I was in Boston and my brake lights, turn signals and hazards went out on my vehicle. I had to drive all the way back to Maryland without these important safety features on my van, much to my dismay. I made an appointment with my Chevrolet dealer immediately and if you will look at the attached paperwork you will see that they found the multifunction switch in my vehicle was faulty and they replaced it at considerable charge to me. This switch ties in to the operation of my brake lights, hazards and turn signals. I sent Chevrolet all the necessary paperwork to claim my reimbursement for the faulty, defective switch and they have turned down my request as per their letter attached, that the part I had replaced is not covered by this recall. Please look at the copies of the enclosed paperwork that I submitted to Chevrolet to see that I have followed their guidelines and that the paperwork clearly states the multifunction switch will be replaced at no charge to me!!! I called the Chevrolet Customer Assistance Center to appeal their decision on reimbursing me for the defective part and they still said no, BUT they would research it and call my dealer. I spoke to Ms. Izuntani at 10pm on May 12, 2005 at 1-800-222-1020.

Before I called the Customer Assistance Center, I had spoken to my Chevrolet dealership earlier in the day. I spoke to Ray Simms at Tate Chevrolet, 410-757-6300, at 10:55 am on May 12, 2005 and he said "the recall was still at the dealer and that he was clearing the recall because it is part of multifunction switch that went bad."

I told that to Ms. Izuntani and she put me on hold right away to talk to someone about what the dealership had told me. When she got back on the phone she decided that she would have to research this more and put a call in to the dealership to find out why they told me that. I am not holding my breath and waiting for Chevrolet to call me back

Edinon
5/24/05

and tell me the same thing over again, that they will not reimburse me. That is the purpose of this letter and I hope that you will be of assistance to me in having Chevrolet live up to their end of this recall for their consumers who have the dumb luck in owning a vehicle with this defective part.

Please contact me as soon as possible with information regarding my counter-claim for the requested reimbursement and what I need to do to further my cause in receiving this money due me. Thank you for all your help and time in this matter and I look forward to hearing from you soon. You may call me at work at 7-3pm or at home after 6pm at [have enclosed copies of the recall notice, my reimbursement claim form, my paid dealership invoices stating problem, and Chevrolet's rejection letter for my claim for reimbursement.



April 2005

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2001 model year Chevrolet Astro vehicles. On some of these vehicles, the stop lamps and rear hazard lamps may become inoperative. The usage factors that increase the possibility of this condition occurring include frequency and length of brake applications, frequency of trailer towing with brake applications, and exposure to high ambient temperatures. The center high mounted stop lamp and turn signal lamp functionality are not affected. The loss of stop lamps and/or rear hazard lamps could fail to warn a following driver that the vehicle is braking and/or is stopped and could lead to a vehicle accident.

What Will Be Done: Your Chevrolet dealer will inspect and replace the hazard warning flasher switch, if necessary. In a small number of vehicles, the multifunction switch will require replacement. This service will be performed for you at no charge.

How Long Will The Repair Take? This inspection and service correction will take approximately 25-30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Chevrolet dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.633.2438.

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

My GMLink Online: This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure
05013

Mailed
4/23/05

**General Motors
Customer Reimbursement Claim Form**

This section to be completed by Claimant

Date Claim Submitted: April 23, 2005

17-Digit Vehicle Identification Number (VIN): 1GNDM19WX1B

Mileage at Time of Repair: 54271 Date of Repair: 6/1/04

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Annapolis State: MD. ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 423.64

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this field action.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

**General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-3170**

All special policy reimbursement questions should be directed to the following number:
1-800-204-0261

Recall #

05013

**General Motors
Product Recall Customer Reimbursement Procedure**

If you have paid to have this recall condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized GM dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.633.2438.





**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAN

PERMIT NO. 21532

NEUMALGIE IM KOPF

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL PROCESSING CENTER
P.O. BOX 800082

P.O. BOX 809989

MILWAUKEE, WI 53208-9889

← This address was only if I sold the vehicle



~~Wrote to~~
his mother

I mailed forms & copies to
General Motors Corporation
PO Box 33170
Detroit, MI. 48232-5170



Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

April 29, 2005

Annapolis, MD

Service Request: 1-330952168
Customer Relationship Manager: Blake Bayer

Dear

Thank you for contacting us recently regarding the recall notice you received for your 2001 Chevrolet Astro. We apologize for any inconvenience you have experienced as a result of this recall.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the multifunction switch contacts that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this recall.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have additional questions or concerns, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and anyone of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

5/12/05 10 PM
Blaise #11
MS. Izutani
1900 222-1020

Just a switch in recall letter

what Multifunction switch contacts?

I called -
they still claim
recall #05013 that
clearly states Multifunction
Switch needs replacement
at NO charge to me!
They will get back to me,
Yeah right... I'll
hold my breath.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**