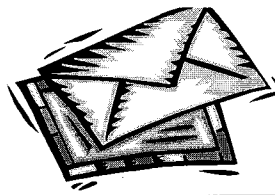


NHTSA ccmMercury Routing Slip



Printed: 9/26/2006

NHTSA #: ES06-006101

XREF #:

Delivery: CRT

Rec'd Date: 9/26/2006 07:15

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 9/16/2006

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FM [REDACTED] IN REGARDS TO PROBLEMS EXPERIENCED WITH HER 2001 CHEVROLET SILVERADO AFTER A SAFETY RECALL ; SEEKING REIMBURSEMENT FOR REPAIRS. CERTIFIED MAIL 70032260000171395646

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TMCKINNEY x

Ack By:

Signature: NICOLE R. NASON

Cleared By:

XREF File:

Modified By: TAMMY.MCKINNEY

Signed For:

Cleared For:

Closed Date: 9/26/2006

Most Recent Comment:

Author:

10170140

PRINCE, WV

Tel:

Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	9/26/2006		9/26/2006
NVS-010	INFORMATION	9/26/2006		9/26/2006

2006 SEP 26 A 11:29

*Answer
9/26/06*

July 13, 2006

Administrator, National Highway Traffic Safety Administration,
400 Seventh Street, SW
Washington, DC 40990

To Whom It May Concern:

Details of a recall defect, which relates to motor vehicle safety, involving my 2001 model year Chevrolet Silverado is attached. I have included Chevrolet's notice of the recall to me, corresponding bills and a letter dated April 5, 2006 which I wrote to Chevrolet outlining specifics as to why I felt I should be reimbursed more than \$962.58.

I would appreciate your reading the letter I wrote to Chevrolet which explains why I am not satisfied that I have been treated fairly. I also fail to understand why it took so long for Chevrolet to notify me of this recall. I can't begin to tell you how horrifying it was for me and my late husband to be traveling between 3-10 miles an hour and have the brakes locked. Not only were our lives at risk but others on the highway with us when the brakes failed to hold.

I still believe I am entitled to \$494.08, the brake repair bill at Bailey's Auto Repair on the date the brakes locked and I slid through a stop sign, as well as a reasonable amount of body work \$3,365.25 (one-half of Lewis Chevrolet's repair estimate of \$6730.49) for the accidents caused by the recall problem, the hub bearing assembly and speed sensor problem.

I would appreciate your investigation and any help you may be able to offer.

Thank you,

[REDACTED]
[REDACTED]

Enclosures

April 5, 2006

Reimbursement Department
P O Box 33170
Detroit, MI 48232-5170

To Whom It May Concern:

Prior to my husband's death on June 5, 2005, he complained to me and to others that when traveling at low speeds in our truck, the brakes weren't holding. He had 2 minor accidents which I believe are as a result of the recall brake problem. He did not have the "fender benders" repaired. I believe Chevrolet should incur the expenses for these truck repairs.

Following my husband's death, I began driving the truck and had the same problem. On 6/10/05, and while attempting to stop at a stop sign, the brakes locked and I skid through the stop sign. I immediately turned into an auto repair shop, slightly to the left of the stop sign. I was afraid to go further. I incurred \$494.08 to have the brakes repaired. This bill is attached and obviously did not correct the problem.

Following what I thought was a repair of the brake problem; I left for a trip to Illinois. As long as I was traveling on the interstate I had no problem with the brakes. When I attempted to stop to get off the interstate, etc., the brakes continued to lock at times.

Upon arrival in Illinois, I parked the truck until I could get the vehicle to Ogden Chevrolet, Downers Grove, IL, where I learned that the hub bearing assembly and speed sensor was the problem and paid Ogden Chevrolet to repair this problem. That bill is also attached.

In October 2005, I learned of the recall for this vehicle via a letter from you. On 12/16/06, the earliest available appointment date, I went to Lewis Chevrolet, Beckley, WV to have the recall work cared for. As you can see, no work was performed, because Ogden Chevrolet had already cared for the problem.

In addition to reimbursement for the bill at Ogden Chevrolet in the amount of \$962.58, I believe I am entitled to reimbursement for the brake repair at Bailey's Auto Repair in the amount for \$494.08 as well as reimbursement for a reasonable amount of body work to be done. Lewis Automotive Group, Beckley, WV estimates for these repairs is \$6,730.49. One-half of this estimate, \$3365.25 may be a reasonable amount.

Shelba J. Bradford, P. O. Box 57, Prince, WV 25907 paid for all repairs.

Please advise me of your intentions.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.


CHEVROLET**Customer Assistance Center****Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170**

April 14, 2006

[REDACTED]
[REDACTED]
Prince, WV [REDACTED]**Service Request: 1-404271063
Customer Relationship Manager: Kristian McGill**

Dear [REDACTED]

Thank you for contacting us recently regarding the recall notice you received for your 2001 Chevrolet Silverado. 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 front wheel speed sensor that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of \$962.58.

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,

**Chevrolet Division
General Motors Corporation**

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

North American Operations
 General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530



CHECK **No. 900848281** 58-2

DATE **04/18/06** AMOUNT *****962 DOLLARS *****58 CENTS *****962.58

PAY TO THE ORDER OF **PRINCE WV** North American Operations
General Motors Corporation
Disbursement Account

[Signature]
SIGNATURE

The Chase Manhattan Bank, N.A.
 Syracuse, New York

AUDIT

⑈900848281⑈ ⑆021309379⑆ 6010020062520⑈

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530				DETACH BEFORE DEPOSITING CHECK		
ENDOR JNS NO. BB 000000154 ENDOR NAME SHELBA BRADFORD		1		CHECK NO. 900848281		PAYMENT DATE 04/18/06
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
26CEK19V511270000	04/14/06	VH 1-600XJU	00.0000	962.58	00.00	962.58
	04/14/06	VH 1-600XJU				
TOTAL				962.58	.00	962.58

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



October 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 Silverado vehicles located in severe corrosion areas. These vehicles may have a condition permitting corrosion to occur between the front hub/bearing assembly and the wheel speed sensor. If the brakes are applied while the vehicle is traveling at a speed of greater than 3 mph but less than 10 mph, the corrosion may cause an unwanted anti-lock brake system (ABS) activation. If this condition occurred where stopping distance is limited, a crash could occur.

What Will Be Done: Your Chevrolet dealer will inspect, clean, and treat the affected area. In some cases, the front wheel speed sensor may require replacement. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This service correction will take approximately 1 hour. 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. 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), 1.800.833.2438.

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 40990; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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.

Recall Information Online: More information about this recall, including answers to frequently asked questions, can be found at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information along with tools tailored to your specific vehicle. To join, visit <http://www.gm.com/recall>, and enter your vehicle's 17-character vehicle identification number (VIN), shown on the enclosed customer reply form.

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
05068

Form
4/6/06

Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 1/22/06

17-Character Vehicle Identification Number (VIN): 2GCEK [REDACTED]

Mileage at Time of Repair: 67,640 Date of Repair: 6/5/05

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Prince State: WV ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: [REDACTED]

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 recall.

Claimant's Signature: [REDACTED]

Please mail this claim-form and the required documents to:

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

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 dealer.

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

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter 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), 1.800.833.2438.

03/20/2006 at 04:03 PM
60001

Job Number:

LEWIS AUTOMOTIVE GROUP
Federal ID #:550216990
100 APPALACHIAN DRIVE
PO BOX 1500

BECKLEY, WV 25801
(304)253-2755 Fax: (304)253-6597

PRELIMINARY ESTIMATE

Written By: Nick Washington
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Day: [REDACTED]
PRINCE, WV

Claim #SELF PAY
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 4. Right Qtr Post

Inspect LEWIS AUTOMOTIVE GROUP
Location: 100 APPALACHIAN DRIVE
PO BOX 1500
BECKLEY, WV 25801

Business: [REDACTED]

Insurance
Company:

Days to Repair

2001 CHEV K1500 4X4 SILVERADO EXT 8-4.8L-FI 4D SHORT PEWTER Int:
VIN: 2GCEK19V5 [REDACTED] Lo: 9797 IL Prod Date: Odometer:
Tilt Wheel Intermittent Wipers Dual Mirrors
Clear Coat Paint Metallic Paint Power Steering
Power Brakes AM Radio FM Radio
Stereo Search/Seek Anti-Lock Brakes (4)
Driver Air Bag Passenger Air Bag 4 Wheel Disc Brakes
Split Bench Seats Rear Step Bumper Automatic Transmission
4 Wheel Drive Overdrive Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper	0	0.00	1.9	0.0
3		Repl Bumper chrome	1	419.83	Incl.	0.0
4		Repl RT Outer bracket	1	33.06	Incl.	0.0
5*		Repl Cap w/o heavy duty black	1	115.41	Incl.	0.0
6		FRONT LAMPS				
7	R&I	LT Headlamp assy	0	0.00	0.4	0.0
8	R&I	LT Park/turn/side	0	0.00	0.3	0.0
9		FENDER				
10*	Rpr	LT Fender Chevrolet	0	0.00	3.0	2.2
11		Add for Clear Coat	0	0.00	0.0	0.9
12		FRONT DOOR				
13	Blnd	LT Outer panel	0	0.00	0.0	1.2
14	R&I	LT Belt w'strip	0	0.00	0.3	0.0

03/20/2006 at 04:03 PM
60001

Job Number:

PRELIMINARY ESTIMATE

2001 CHEV K1500 4X4 SILVERADO EXT 8-4.8L-FI 4D SHORT PEWTER Int;

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
59		Overlap Minor Panel	0	0.00	0.0	-0.2
60*		Add for Clear Coat	0	0.00	0.0	0.3
61	Repl	RT Nameplate "SILVERADO"	1	31.46	0.2	0.0
62#	Repl	CAR COVER	1	5.00 T	0.3	0.0
63#	Repl	CORROSION PROTECTION	1	5.00 T	0.5	0.0
64		OTHER CHARGES				
65#		E.P.C.	1	3.50		
Subtotals ==>				3357.52	48.4	20.9
						3344.03
Parts						
Body Labor						48.4 hrs @ \$ 36.00/hr 1742.40
Paint Labor						20.9 hrs @ \$ 36.00/hr 752.40
Paint Supplies						20.9 hrs @ \$ 22.00/hr 459.80
Body Supplies						37.4 hrs @ \$ 1.00/hr 37.40
Sublet/Misc.						10.00
Other Charges						3.50
SUBTOTAL						\$ 6349.52
Sales Tax						\$ 6349.52 @ 6.0000% 380.97
GRAND TOTAL						\$ 6730.49

Lewis Automotive Body Shop offers you a 12 month - 12,000 mile warranty on all repairs. NO WARRANTY ON RUST REPAIRS. We DO NOT recommend that you wax, high pressure or automatic (drive through) wash your vehicle for 90 days after repair. Hand washing is ACCEPTABLE.

I HEREBY AUTHORIZE LEWIS AUTOMOTIVE GROUP TO ORDER PARTS FOR MY VEHICLE. I ALSO UNDERSTAND THAT IF I DO NOT HAVE THE REPAIRS DONE AT LEWIS THAT I WILL HAVE TO PAY A 10% RESTOCKING FEE

DATE _____

03/20/2006 at 04:03 PM
60001

Job Number:

PRELIMINARY ESTIMATE
2001 CHEV K1500 4X4 SILVERADO EXT 8-4.8L-FI 4D SHORT PENTTER Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
			1	20.88	0.2	0.0
15	Repl	LT Nameplate Chevrolet "CHEVY 1500"	0	0.00	0.4	0.0
16	R&I	LT Mirror w/o folding type	0	0.00	0.2	0.0
17*	R&I	LT Glass w'strip	0	0.00	0.4	0.0
18	R&I	LT Handle, outside w/o luxury pkg	0	0.00	0.4	0.0
19	R&I	LT R&I trim panel				
20		REAR LAMPS	1	128.26	0.4	0.0
21	Repl	LT Combo lamp assy 1/2 & 3/4 ton	0	0.00	0.4	0.0
22	R&I	RT Combo lamp assy 1/2 & 3/4 ton				
23		PICK UP BOX	0	0.00	12.0	3.1
24*	Rpr	LT Side panel	0	0.00	0.0	-0.2
25		Overlap Major Non-Adj. Panel	0	0.00	0.0	0.6
26		Add for Clear Coat	0	0.00	8.0	3.1
27*	Rpr	RT Side panel	0	0.00	0.0	-0.4
28		Overlap Major Adj. Panel	0	0.00	0.0	0.5
29		Add for Clear Coat	1	317.35	1.2	3.1
30	Repl	Tail gate	0	0.00	0.0	-0.4
31		Overlap Major Adj. Panel	0	0.00	0.0	0.5
32		Add for Clear Coat	0	0.00	Incl.	0.0
33	R&I	Handle w/o C3 & Denali	0	0.00	Incl.	0.0
34	R&I	Spoiler	1	11.93	0.3	0.0
35	Repl	RT Decal "4X4"	0	0.00	1.0	0.0
36#	R&I	BED COVE R	1	11.93	0.3	0.0
37	Repl	LT Decal "4X4"				
38		REAR DOOR				
39	Repl	LT Door shell	1	567.70	3.5	3.1
40		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
41*		Add for Clear Coat	0	0.00	0.0	0.5
42*	Subl	LT Moveable glass GM tinted	1	62.50	0.0	0.0
43	Repl	LT Hinge door side	1	159.63	Incl.	0.3
44		Add for welded hinge door side	0	0.00	1.0	0.0
45	Repl	LT Hinge door side	1	159.63	Incl.	0.3
46		Add for welded hinge door side	0	0.00	1.0	0.0
47	R&I	LT R&I trim panel	0	0.00	Incl.	0.0
48		REAR BUMPER				
49		O/H rear bumper	0	0.00	1.8	0.0
50*	Repl	Bumper paint to match	1	374.15	Incl.	0.0
51	Repl	RT Bumper bracket	1	35.41	Incl.	0.0
52	Repl	LT Bumper bracket	1	35.41	Incl.	0.0
53		CAB				
54	Sect	RT Uniside assy rocker panel	1	859.48	s 6.0	1.0
55		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
56*		Add for Clear Coat	0	0.00	0.0	0.2
57		Set back box assy	0	0.00	1.5	0.0
58*	Rpr	RT Side panel	0	0.00	1.5	1.5

03/20/2006 at 04:03 PM
60001

Job Number:

PRELIMINARY ESTIMATE

2001 CHEV K1500 4X4 SILVERADO EXT 8-4.8L-FI 4D SHORT PEWTER Int:

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GE99 Database Date 02/2006, CCC Data Date 02/2006, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) parts are OEM parts that may be provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

**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).**