

CL-10274510-8955

NVS-200

June 3, 2009

EXECUTIVE SECRETARIAT: 13

2009 JUN 11 A 11:11

National Highway Traffic Safety Administration
Administrator
1200 New Jersey Avenue, S.E.
Washington, DC 20590

RECEIVED - NHTSA

I recently received the notice of a recall on our vehicle, attached is a copy of the recall information. Unfortunately for us the recall was a little too late. On January 13, 2009, our 2000 Chevy Impala caught fire under the hood and totaled the car.

We do still have the car in the exact shape after the fire department had to come and put it out, if someone would like to check it out.

It is now 2009, I don't understand why it took so long to find this defect. It would have saved our family a lot of hardship and worry and the expense of buying a new car.

I would appreciate a response to this letter and possibly some sort of compensation for the car/damage due to the defect.

Thank you for your quick response,

[REDACTED]

[REDACTED]

West Point, NE [REDACTED]

[REDACTED]

ET
11:13
6/17/09
NJ



West Point, NE

Dear

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 model year Chevrolet Impala vehicles equipped with a 3.8L V6 naturally aspirated engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2000 model year Chevrolet Impala, VIN 2G1WF55K6Y9 is involved in safety recall 09047.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An underhood fire may be caused by drops of engine oil, from seepage or spillage, being deposited on the exhaust manifold through hard braking. If the manifold is hot enough, the oil may ignite into a small flame and, in some instances, the fire may spread to the plastic spark plug wire channel and beyond. If this occurs, there could be a fire in your vehicle and nearby property.

What will we do?

Your Chevrolet dealer will replace the spark plug wire channel with new spark plug wire retainers. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

There are two very important precautions you should take before your vehicle is serviced:

- We strongly recommend you not park your vehicle in a garage, car port, or other structure.
- If you notice a burning odor, you should have your GM dealer inspect your vehicle immediately. The dealer will inspect your vehicle without charge.



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

**What should
you do?**

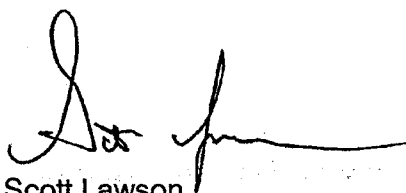
You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438). More information about your vehicle can be found at the Owner Center at www.gmownercenter.com

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE., Washington, DC 20590, 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>.

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



Scott Lawson
Director,
Customer and Relationship Services

Enclosure
09047

