

CL-10401871-5344 MAY - 4 2011

Inverness Fe

Administrator, NHTSA

EXECUTIVE SECRETARIAT

April 27, 2011

400 Seventh Street, SW

27th MAY -3 P 12:58

Washington, D.C 20590

RECEIVED - NHTSA

6

Dear Sir,

Enclosed please find a copy of my letter to General Motors.

I believe the speedometer going out while driving was a safety issue.

The speed sensor had to be inferior, how does one drive safely without knowing how fast you're driving?

I was wondering if you have other complaints?

Your immediate attention to this letter will be greatly appreciated.

Sincerely

[Redacted Signature]

Enclosure: 2

ET
051611
TGW

Inverness Fl

April 27, 2011

General Motors

P.O. Box 33170

Detroit, Michigan 48232-5170

Attention: Dan Allerson, CEO.

Dear Sir;

I spoke with Customer Service and got no help at all. I was given a Case # 71-939540604 on April 19, 2011.

This is my problem: I purchased new a 2007 Impala in June 2007 from ~~Crystal~~ ^{Crystal} Chevrolet 1035 S. Suncoast Blvd. Homosassa, FL 34448.

The car is 3 years and 10 months old and I have only driven it 5864 miles. The reason being my doctors, Vet, Post Office, Restaurants, Bank, grocery stores and department stores are from 3 to 8 miles from my home.

On April 19, 2011 I was driving to the Bank and I felt a jerk, the air conditioner was clicking, the engine light came on and the speedometer stopped working.

I was afraid to drive it to Crystal Chevrolet as it is 19 miles from my home and on a highway. (Speed limit 50-55) I did not want anything else to break down.

I took the car to Love Chevrolet here in Inverness (3 miles)

Here is what was wrong Air inlet actuator

(2)

and the speed sensor. Total bill 388.37, copy of invoice enclosed.

I called Crystal Chevrolet and got no where, they were of no help.

I have owned a Classic Caprice, Monte Carlo SS, Lumina, 2000 Impala in the past 30 years.

I only ever replaced tires and battery.

Therefore I believe the parts I had to replace on the 2007 Impala were very very inferior to begin with.

I would greatly appreciate a check for 388.37.

Your immediate attention to this letter will be greatly appreciated:

Sincerely,

CC: NHTSA Wash. D.C.

Encl: 2

P.S.

I did call Crystal Chevrolet twice and spoke with several personal, they were not interested.

That's a poor dealer! I will not buy another car from them.



2209 HWY 44 W INVERNESS, FLORIDA 34453 • PHONE (352) 341-0018

STATE OF FLORIDA MV # 62451

CUSTOMER NO. 137827	ADVISOR RALPH NASH	4579	TAG NO.	INVOICE DATE 04/20/11	INVOICE NO. CVCS182121
	LABOR RATE	LICENSE NO.	MILEAGE 5,864	COLOR	STOCK NO.
INVERNESS, FL	VEHICLE MAKE/MODEL 07/CHEVROLET/IMPALA/4DR SDN LT 3.9L			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2G1WT58K679			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/19/11	
	BUSINESS PHONE	COMMENTS			MO: 5868

JOB# 1 CHARGES

LABOR
 J# 1 21CVZ AIR CONDITIONING TECH(S) 196 161.50
 CUST STATES HE HAS A CLICKING SOUND IN DASH AREA
 FOUND BAD AIR INLET ACTUATOR NOT WORKING TO SPECS
 REPLACED AIR INLET ACTUATOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15844096	ACTUATOR 9.280	54.89	54.89
				TOTAL PARTS	54.89

JOB# 1 TOTALS

LABOR 161.50
 PARTS 54.89
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 216.39

JOB# 2 CHARGES

LABOR
 J# 2 10CVZ DRIVEABILITY TECH(S) 196 90.00
 CUST STATES SERVICE ENG LIGHT IS ON
 AND SPEED IS INOP
 TECH 2 SCAN CODE P0722 OUTPUT SPEED SENSOR LOW VOLTAGE
 REPLACED OUTPUT SPEED SENSOR AND CLEARED CODES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	24232088	SENSOR 4.329	42.55	42.55
				TOTAL - PARTS	42.55

JOB# 2 TOTALS

LABOR 90.00
 PARTS 42.55
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 132.55

MISC
 JOB # A CODE GSS DESCRIPTION GM SHOP SUPPLIES CONTROL NO 17.45
 TOTAL MISC 17.45

SHOP SUPPLIES/WASTE DISPOSAL FEE
 This charge represents cost and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(f).

MATERIAL CHARGES:
 A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: tape, phis, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, chemtool, spray lube, penetrating oil, misc. fasteners, adhesives & etc. These charges also include removal of waste products such as tires, oil, oil filters, antifreeze, battery, etc.

STATE TIRE AND BATTERY FEE
 The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [403.7185].

LIMITED WARRANTY:
 The only warranties applying to the part(s) installed in accordance with this estimates are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED
 *U/Used R/Rebuilt RC/Reconditioned
 NC/No Chg/Warranty RD/Reduced/Warranty

Service Dept. Hours
 Mon. - Fri.
 8:00 AM TO 5:00 PM
 Sat.
 8:00 AM TO 12:00 PM

Parts Dept. Hours
 Mon. - Fri.
 8:00 AM TO 5:00 PM
 Sat.
 8:00 AM TO 12:00 PM

LINE KEYWORDS and KEYWORDS COMPANY EPRINTTIME CC585282 C (08/09)



LOVE CHEVROLET



2209 HWY 44 W INVERNESS, FLORIDA 34453 • PHONE (352) 341-0018

STATE OF FLORIDA MV # 62451

CUSTOMER NO. 137827	APR/REP RALPH NASH	4579	TAG NO.	INVOICE DATE 04/20/11	INVOICE NO. CVCS182121
	LABOR RATE	LICENSE NO.	MILEAGE 5,864	COLOR	STOCK NO.
INVERNESS, FL	YEAR MAKE MODEL 07/CHEVROLET/IMPALA/4DR SDN LT 3.9L			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. ZGT58K679			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/19/11	
	BUSINESS PHONE	COMMENTS			MO: 5868

TOTALS

TOTAL LABOR....	251.50
TOTAL PARTS....	97.44
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	17.45
TOTAL MISC DISC	0.00
TOTAL TAX.....	21.98

TOTAL INVOICE \$ 388.37

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WE APPRECIATE YOUR BUSINESS AND APPRECIATE YOUR FUTURE BUSINESS ANY CONCERNS WITH YOUR REPAIRS PLEASE CALL US
THANK YOU

STATE TIRE AND BATTERY FEE
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [403.7185].

LIMITED WARRANTY:
The only warranties applying to the part(s) installed in accordance with this estimates are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.
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LOVE CHEVROLET INC
2209 HWY 44 WEST
INVERNESS, FL. 34453
352-341-0018

Merchant ID: 8018783572
Term ID: 000556000019703572000

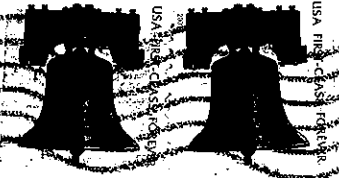
Sale

DISCOVER Entry Method: Swiped
Total: \$ 388.37
04/20/11 10:05:00
Inv #: 000003 Appr Code: 02020R
Apprvd: Online

Customer Copy
THANK YOU!

Inverness, FL

GAINESVILLE/GNV
FL 326 31
23 APR 2011 PM



ADMINISTRATOR, NHTSA
400 SEVENTH STREET, S.W.
WASHINGTON, D.C. 20590

