

LAW OFFICES

SPRING VALLEY, IL

FEB 4 2013

EXECUTIVE SECRETARIAT

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Please reply to:

SPRING VALLEY, IL

December 3, 2012

Administrator
National Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, D.C. 20590

Dear Sir or Madam:

I own a 2008 Model Year Chevy Malibu. I received a safety recall notice the week of November 19, 2012. I enclose a copy of that notice. I called my local dealer, and he called me back on the afternoon of November 26, 2012. He told me that they didn't have the parts to repair the safety issue and wouldn't have those parts until January, 2013.

I explained to them I had planned to drive this vehicle to Memphis, Tennessee on December 5, 2012. Our three year old granddaughter was going to have surgery at St. Jude Hospital for her Stage Four Neuroblastoma on December 7. I told him that I wanted to have a reliable vehicle to make that trip. He told me that I should call a General Motors dealership if I had a problem in Memphis and that he thought they would surely attend to it there. He also told me that GM suggested that I bring the vehicle into my local dealership to have the defective part replaced with another defective part. That didn't make sense to him or to me.

I called the Chevrolet Customer Assistance Center at 800/222-1020 and talked to someone named Cherry. She told me that the safety recall was sent out pursuant to the National Traffic and Motor Vehicle Safety Act. She said that she understood my concerns, confirmed that the parts would not be available until sometime in January, 2013, and suggested that I take my vehicle into the local dealer to have it examined before the trip. I explained that the vehicle wouldn't be safe until the part had been properly replaced. If a mechanic examined it today when I have 97,000 miles on it, there

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Navy
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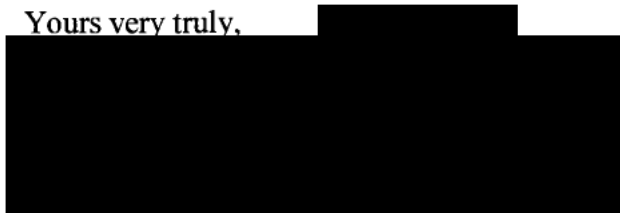
is no telling when that defective part might fail. The trip to Memphis is about 500 miles each way. The hospital is surrounded by a fairly unsafe neighborhood. I asked Cherry if she would feel comfortable driving a vehicle 1,000 miles when she knew it had a defective part that could break at any time. She said that she would do that after a mechanic checked it. She is more daring than I.

The actions of General Motors may comply with the letter of the law, but I do not believe that they comply with the spirit of the National Traffic and Motor Vehicle Safety Act. I am sure that GM thinks that six or more weeks is a reasonable time to start distributing the parts to remedy the unsafe transmission. I do not believe that six or more weeks is reasonable for a safety issue.

I am writing on behalf of my family and on behalf of all of the other Malibu automobile owners. I do not think it is reasonable that we should be driving unsafe vehicles for six weeks or more. GM must have known that there was a problem for some time before notifying me. This safety recall notice letter wasn't generated overnight.

What can be done to ensure the prompt repair of this safety defect? Please advise.

Yours very truly,

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

ld
cc: Chevrolet, Inc.
Schimmer, Inc.
General Motors Customer Relations



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

SAFETY RECALL NOTICE



12106 1G1ZJ57B88F [REDACTED] 13 0009799

[REDACTED]
SPRING VALLEY, IL [REDACTED]



November 2012

Dear [REDACTED]

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 2008 model year Chevrolet Malibu vehicles, equipped with a 4-speed automatic transmission. 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 2008 model year Chevrolet Malibu, VIN 1G1ZJ57B88F [REDACTED], is involved in safety recall 12106.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle was either built or serviced with a transmission shift cable that has end fitting tabs that may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, you would be able to move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. You may not be able to restart the vehicle and the vehicle could roll away after you have exited the vehicle, resulting in a possible crash without prior warning.

What will we do?

Your Chevrolet dealer will install a retainer over the transmission shift cable end fitting. If the end fitting tabs are fractured, the shift cable will be replaced. 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 20 minutes to 1 hour and 40 minutes, depending on the service required.



What should you do?

You should contact your Chevrolet dealer in January 2013, to arrange a service appointment.

Did you already pay for this repair?

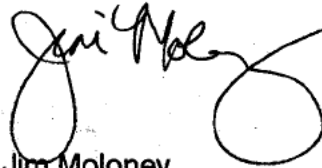
If you have paid for repairs for the recall condition, please complete the enclosed form. Present it to your dealer with all required documents when you take your vehicle in for the repair in January. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2013, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

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 1.800.222.1020 (TTY 1.800.833.2438).

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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V460.

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



Jim Moloney
General Director - Customer & Relationship Services

Enclosure
GM Recall #12106



LAW OFFICES

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SPRING VALLEY, IL [REDACTED]

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Administrator
National Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, D.C. 20590

