

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

NVS-200

CL-10550190-1792

To whom it may concern,

OCT 17 2013

EXECUTIVE COUNCIL

I finally received this back from the dealership without any resolution. I am now sending it  
to you per the last line in the letter enclosed. Thank you.

2013 OCT

A 8 23

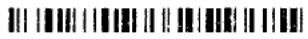


ET  
102313  
SMD



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

## SAFETY RECALL NOTICE



12106 1G1ZH57B48F [REDACTED] 13 0014606

[REDACTED]  
INGLESIDE, 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 1G1ZH57B48F [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?**

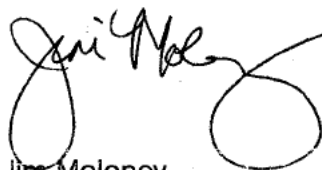
If you have paid for repairs for the recall condition, please complete the enclosed form. Present it to your dealer with all required documents when you take your vehicle in for the repair in January. Working with your dealer will expedite your request, however, if this is not convenient, you may mail 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



# General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: Jayleside State: IL Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): Same

Date Request Form and Supporting Documentation Submitted to Dealer: 7-18-11

Vehicle Identification Number of Involved Vehicle: 1G12457B48F \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: 99683 Date of Repair: 7-18-11

Amount of Reimbursement Requested: \$ 984.83

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST 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.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.  
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

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 letter.

Customer's Signature: \_\_\_\_\_

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files





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



10183 1G17H57B48F [REDACTED] 13 0018547

[REDACTED]  
INGLESIDE, IL [REDACTED]



June 2012

Dear [REDACTED]

As the owner of a 2008 model year Chevrolet Malibu, equipped with electric power steering, your satisfaction with our product is very important to us. Previously, you may have received a letter from GM extending the warranty coverage on your vehicle for the loss of power steering assist caused by electrical input signals within the steering column assembly. This letter is being sent to inform you that we have extended that coverage. Details of this warranty coverage extension are provided below.

Some 2008 model year Chevrolet Malibu vehicles equipped with electric power steering may have a condition where there is a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the loss of power steering assist caused by electrical input signals within the steering column assembly. If this condition occurs on your 2008 Chevrolet Malibu within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

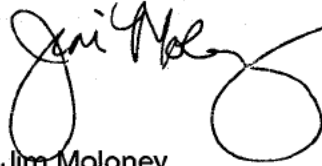
**What You Should Do:** Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service.



**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM no later than June 30, 2013.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.



Jim Moloney  
General Director - Customer & Relationship Services

Enclosure  
10183-2

**INGLESIDE AUTO & TIRE CENTER**  
 34811 N. Wilson Road  
 Ingleside, IL 60041  
 Phone (847) 740-9181

Ingleside, IL [REDACTED]  
 Hm [REDACTED] Wk [REDACTED]  
 Ct [REDACTED] Em [REDACTED]

Vehicle: 2008 Chevrolet Malibu  
 Engine: 2.4  
 License: [REDACTED]  
 VIN: 1G1ZH57B48F [REDACTED]  
 Color: SILVER

Invoice number 051454  
 Job# 315  
 Started: 07/18/11 Completed: 07/18/11  
 {Thursday, July 21, 2011, 4:45 pm}  
 Mileage: 99683

Description of work	Service history	Date	Mileage
check engine light , check trans. ?	Oil & Filter Change	--/--/--	
	Air Filter	07/02/11	98547
Computer tested all systems. Code: P0420-cat eff. Removed & replaced manifold assembly & gaskets.	Tune Up	07/02/11	98547
	Fuel Filter	--/--/--	
	Emission Testing	--/--/--	
	Fuel Injector Svc.	--/--/--	
	Alignment	05/13/11	95079
	Shocks / Struts	--/--/--	
	New Tires	05/13/11	95079
	Rotate Tires	>>>05/29/09	37067<<<
	Front Brakes	05/13/11	95079
	Rear Brakes	05/13/11	95079
OUR INSPECTION OF YOUR VEHICLE SHOWS IT NEEDS THE FOLLOWING:	Cooling System Flush	--/--/--	
	Thermostat	--/--/--	
	Belts	--/--/--	
	Hoses	--/--/--	
	New Battery	--/--/--	
	Transmission Service	--/--/--	
	Exhaust System	--/--/--	

Stock no.	Qty	Description	Each	Price	Tn
		Labor		262.50	16
GO-12619546	1	Exhaust manifold	627.38	627.38	16
GS-12589453	1	Gasket	13.53	13.53	16
GS-22626930	1	Gasket	16.95	16.95	16

Totals	
Oil	0.00
Labor	262.50
Parts	657.86
Road Service/Tow	0.00
Sublet Labor	0.00
Tires	0.00
Tire User Fee	0.00
EPA/Shop Supplies:	18.41
Sub Total :	938.77
Sales Tax :	46.06
<b>TOTAL DUE :</b>	<b>984.83</b>

*[Handwritten Signature]*  
 184

SIGNATURE :

Thanks! INGLESIDE AUTO & TIRE CENTER  
 Status : Initialized

# Raymond



118 ROUTE 173, ANTIPOCH, ILLINOIS 60002 • (847) 395-3600  
 Visit us at our web site at WWW.RAYMONDCHEVROLET.COM  
 or WWW.RAYMONDKIA.COM

## We Service All Makes and Models

CUSTOMER NO. <b>2033</b>	ADVISOR <b>CHRIS MARINELLO</b>	940	TAG NO. <b>484</b>	INVOICE DATE <b>08/04/10</b>	INVOICE NO. <b>CVCS311484</b>
INGLESIDE AUTO SALES 13 S US HIGHWAY 12 FOX LAKE, IL 60020-1744	LABOR RATE	LICENSE NO.	MILEAGE <b>68,843</b>	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL <b>08/CHEVROLET/MALIBU/4DR SDN LT</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1G1ZH57B48F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE <b>08/03/10</b>
PHONE NO. [REDACTED]	ADDRESS [REDACTED]	COMMENTS			

LABOR & PARTS  
 J# 1 22CVZ      TRANS AUTO      TECH(S):29      WARRANTY

CUSTOMER STATES TARNSMISSION SHIFT ERRATIC  
 CHECK AND ADVISE  
 SLIPS AT TIMES  
 TECH VERIFIED CONCERN, FOUND CODESP0961 P2763 U0073 P0977  
 P0974 P2764 P2544 C0561. PERFORMED DIAG. FOUND PC SOLENOID  
 SHORTED .005 OHMS. SPECS 2-8 OHMS. REPLACED PC SOLENOID.  
 RETESTED AND AND HAD SOME CODES RESET. PERFORMED DIAG ON NEW  
 CODES. FOUND TCM INTERNALLY SHORTED OUT. REPLACED AND  
 PROGRAMED TCM RETESTED AGAIN. ALL OK AT THIS TIME.  
 K6353 3.7 .3 .9 OLH FOR TCM REPLACEMENT. (K5365)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	24225825	VALVE SOL 4.265		WARRANTY
JOB # 1	1	24211326	GASKET 4.109		WARRANTY
JOB # 1	1	24225825	VALVE SOL 4.265		WARRANTY
JOB # 1	5	12378470	FLUID 8.800		WARRANTY
JOB # 1	1	24203910	SEAL KIT 6.061		WARRANTY
JOB # 1	1	24252114	MODULE 4.056		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1-TOTAL LABOR & PARTS	0.00

Thank you for this opportunity to serve you. You may receive a Customer Satisfaction Survey from General Motors in the next few weeks. If for any reason you are not "Completely Satisfied," please contact Fred Bolender At (847) 395-3600. Your complete satisfaction is our main concern Thank you.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. NOT RESPONSIBLE FOR PARTS THAT BREAK DURING SERVICE DUE TO AGE, RUST, CORROSION OR OTHER FACTORS BEYOND OUR CONTROL.

ALL GENUINE GM PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. ASK YOUR SERVICE ADVISOR ABOUT OUR LIFETIME WARRANTY ON ELIGIBLE GOODWRENCH PARTS & SERVICE.

TOTALS

THANK YOU FOR USING OUR AWARD WINNING SERVICE DEPT. WE TAKE GREAT PRIDE IN OUR EXCELLENT CUSTOMER SATISFACTION RATING.  
 IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE CONTACT OUR SERVICE MANAGER MARTY GEWEKE OR OUR SERVICE DIRECTOR FRED BOLENDER  
 \*\*\*\*\*  
 ALL NEW OR REMANUFACTURED GM PARTS INSTALLED BY DEALER IN PASSENGER CARS AND LIGHT DUTY TRUCKS ARE COVERED FOR PARTS AND LABOR FOR ANY UNUSED PORTION OF THE BUMPER TO BUMPER WARRANTY OR 12 MONTHS OR 12000 MILES,WHICHEVER IS GREATER.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\* PARTS DESIGNATED WITH AN \* ASTERICK\* INDICATES LIFETIME SERVICE GUARANTEE,APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE CONSULTANT FOR DETAILS.

**SERVICE HOURS:**  
 MON.-FRI. 6:45 AM - 6:00 PM  
 SAT. 7:00 AM - 4:00 PM  
**PARTS HOURS:**  
 MON.-FRI. 7:00 AM - 6:00 PM  
 SAT. 7:00 AM - 4:00 PM  
**BODY SHOP HOURS:**  
 MON.-FRI. 7:30 AM - 5:30 PM  
 SAT. 8:00 AM - 12 NOON

CUSTOMER SIGNATURE \_\_\_\_\_



INGLESIDE AUTO  
& TIRE CENTER  
34811 N WILSON RD  
INGLESIDE, IL 60041  
(847) 740-9180

INGLESIDE AUTO & TIRE CENTER  
34811 N. Wilson Road  
Ingleside, IL 60041  
Phone (847) 740-9181

**Sale**

[Redacted] ID: 001  
08/04/10  
Batch #: 000393  
17:11:49  
Ingleside, I  
Hm [Redacted]  
C1 [Redacted]

Vehicle: 2008 Chevrolet Malibu  
Engine: 2.4  
Make: [Redacted]  
VIN: 1G1ZH57B48F [Redacted]  
Color: SILVER

Invoice number 043759  
Job# 348  
Started: 07/29/10 Completed: 08/04/10  
{Wednesday, August 4, 2010, 5:09 pm}  
Mileage: 68833

Appr Code: 03347B Invoice#: 006835  
Total: \$ 178.50

Tranz sli

Removed &

Customer Copy  
THANK YOU - COME AGAIN

Work	Service history	Date	Mileage
	Oil & Filter Change	--/--/--	
	Air Filter	--/--/--	
	Tune Up	--/--/--	
	Fuel Filter	--/--/--	
	Emission Testing	--/--/--	
	Fuel Injector Svc.	--/--/--	
	Alignment	--/--/--	
	Shocks / Struts	--/--/--	
	New Tires	--/--/--	
	Rotate Tires	>>>05/29/09	37067<<<
	Front Brakes	--/--/--	
	Rear Brakes	--/--/--	
	Cooling System Flush	--/--/--	
	Thermostat	--/--/--	
	Belts	--/--/--	
	Hoses	--/--/--	
	New Battery	--/--/--	
	Transmission Service	--/--/--	
	Exhaust System	--/--/--	

OUR INSPECTION OF YOUR VEHICLE REVEALS IT NEEDS THE FOLLOWING:

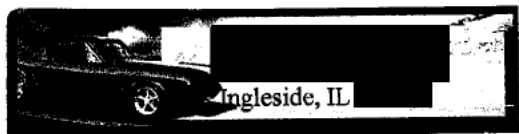
Stock no.	Qty	Description	Each	Price	Tn
		Labor		175.00	1

Totals	
Oil	0.00
Labor	175.00
Parts	0.00
Road Service/Tow	0.00
Sublet Labor	0.00
Tires	0.00
Tire User Fee	0.00
EPA/Shop Supplies:	3.50
Sub Total :	178.50
Sales Tax :	0.00
<b>TOTAL DUE :</b>	<b>178.50</b>

**PAID**  
UP 8.4-10  
*[Signature]*

SIGNATURE :

Thanks! INGLESIDE AUTO & TIRE CENTER  
Status : Completed



CAROL STREAM IL 601

23 SEP 2013 PM 3 L



National Highway Traffic Safety Admin  
1200 New Jersey Ave, SE  
Washington, DC 20590

20590

