

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

CL-10575578-7973

NHTSA HEADQUARTERS  
1200 NEW JERSEY AVE SE  
WEST BUILDING  
WASHINGTON DC 20590

March 14, 2014

MAR 24 2014

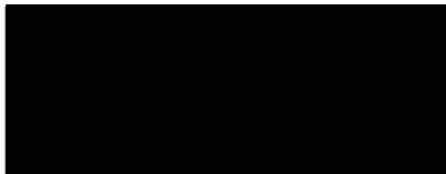
DEAR SIRs:

ENCLOSED IS A LETTER THAT I HAVE SENT TO GM, AND COPY'S OF WORK THAT WAS PERFORMED CONCERNING THE IGNITION SWITCH SITUATION. AS YOU CAN SEE, ON MY 2004 CHEVROLET BLAZAR, OF WHICH WAS PURCHASED IN SEPTEMBER OF 2004, THAT THIS "MAY HAVE BEEN" A "POSSIBLE" INDICATION ON THIS PARTICULAR VEHICLE, (FOR ME) AS EARLY AS JULY OF 2006. AMONG OTHER NEEDS FOR CORRECTION, THE IGNITION SWITCH NEEDED TO BE WORKED ON THREE DIFFERENT TIMES OF THIS VEHICLE, AND EVEN THOUGH A "SERVICE BULLETIN" MAY HAVE, (OR MAY NOT HAVE) BEEN ISSUED OF THIS PARTICULAR MATTER, A MORE THOROUGH RESEARCH INTO THIS AREA "COULD" CORRECT THIS AND THUS AVOIDED THIS SITUATION.

CURRENTLY, I NO LONGER OWN THAT VEHICLE. I DID NOT WISH TO KEEP GOING BACK AND HAVE THIS "CORRECTED AGAIN", AT MY OWN TIME AND "MONEY". I TRADED THAT VEHICLE IN FOR ANOTHER TYPE AND ANOTHER MANUFACTURER ALTOGETHER, ON JANUARY 30, 2014. BACK IN NOVEMBER OF 2013, WHEN THIS VEHICLE WAS IN FOR THIS SITUATION, THE MECHANIC SAID TO ME THAT A "HEAVY KEY RING" MAY HAVE BEEN THE PROBLEM. THIS WAS "NEWS" TO ME, FOR MY KEY RING CONSISTED OF THE "CHEVY KEY", A HOUSE KEY, AND A MAIL BOX KEY. IF THAT IS WHAT GM MAY HAVE BEEN TELLING THEIR MECHANICS TO SAY, THAN, (TO ME), THAT MAY HAVE BEEN AN "INDICATION" OF THE KNOWN PROBLEM, AND NOT LETTING THE CUSTOMERS AWARE OF THIS AND THE CUSTOMERS PAYING FOR A PROBLEM, THAT SHOULD NOT HAVE OCCURRED.

I THANK YOU FOR YOUR TIME AND CONSIDERATION INTO THIS SITUATION.

SINCERELY,



HURST TX



NAM  
32514  
SMD

CHEVROLET  
PO BOX 33170  
DETROIT MI 48232

February 27, 2014

DEAR SIRs:

To the recent news about some GM automobiles that are having their ignition switch being recalled, I was concerned that this particular vehicle was not examined in such a way that the others have been, and may have been overlooked. Will you please examine the 2004 Chevrolet Blazer for this type of problem. I purchased my vehicle new from (then) Bankston Chevrolet, and (now) AutoNation here in Fort Worth TX, in 2004.

The beginning situation started at approximately 12400 miles when it had to be towed due the car would not start due cylinder ignition lock would not turn. Then this past November (2013) at 57000, the vehicle would not go into "N" or "P" and could not turn the vehicle off. Per the mechanic at my local Chevy dealer, the ignition lock cylinder came apart (again) and it had to be replaced. The mechanic stated to me that it may have been caused by a 'heavy key chain'. Now, this is the first of this that I ever heard. My key chain consists of a CHEVY key, a house key, and a mail box key. I could not have imagined that those type of keys were 'heavy' and 'cumbersome'! Currently, on the news, that is what I have been hearing, is that of a 'heavy key ring'! (Strange that this is THEE FIRST of all the suggestions that I ever heard)!

ALSO, in another type of difficulty for you to check would be is TWO WHEEL THRUST ALIGNMENT. Once serviced at 35400 miles and, again at 7 months later at 39200 miles. Toward the middle of November, of 2013, the vehicle had approximately 57k miles and at that time is driven very little and having this this type of difficulty may warrant the type of examination that is currently given to the most recent recalls of some of the GM vehicles.

You will note the enclosures are copies of the original invoices that I occurred.

The 2004 Chevrolet Blazar VIN number that I purchased is: 1GNCS18X44K [REDACTED] and ENG is 4.3.

ALSO NOTE that the IGNITION SWITCH ASSEMBLY WAS REPLACED at 33700 miles, AS WELL.

THANK YOU FOR YOUR ATTENTION.

SINCERELY,

[REDACTED]

COPY

CUSTOMER #: 1238573

713506

# AutoNation

AutoNation Chevrolet North Richland Hills

\*INVOICE\*

7769 GRAPEVINE HWY. METRO: (817) 498-2400  
FORT WORTH, TX 76180 LOCAL: (817) 485-0400

PAGE 1

SERVICE PHONE: (817) 605-2463

HURST, TX

HOME:

BUS:

CELL:

SERVICE ADVISOR: 6201 DWAIN TURK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
50U	04	CHEVROLET BLAZER	1GNCS18X44K		57000/57000	TW3804
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
02SEP04 DD			17:00 20NOV13			CASH
R.O. OPENED	READY	OPTIONS:	STK:4K	DLR:07340		20NOV13
09:13 20NOV13	12:40 20NOV13	ENG:4.3 LITER MPI 90 DEG 1)	CSI 1	5/23/06		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT THE IGN CYLINDER IS LOCKED UP  
 IN001 CUSTOMER STATES THAT THE KEY CYLINDER IS  
 LOCKED AND THE VEHICLE WILL NOT GO INTO  
 NEUTRAL OR PARK THE STARTER WILL ENGAGE

--EST--

1444 CCTR

1 15799769 CYLINDER

1 CODE LOOKUP

PARTS:	84.43	LABOR:	193.49	OTHER:	0.00	TOTAL LINE A:	277.92
--------	-------	--------	--------	--------	------	---------------	--------

57000 DIAGNOSIS, IGNITION LOCK CYLINDER CAME APART CAUSING CYLINDER  
 TO SEIZE IN CRANK POSITION 1.50

REPLACED AND BUILT NEW LOCK CYLINDER

VERIFIED PROPER OPERATION

\*\*\*\*\*

B Customer requested to have Multipoint Inspection

CAUSE: MULTIPPOINT INSPECTION

MULTI-A Customer requested to have Multipoint  
Inspection

1444ICEAS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

57000 GTIRE, GBK

\*\*\*\*\*

C CLEAN AND WASH JOB

WASH CLEAN AND WASH JOB

1444ICEAS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
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CUSTOMER PAY ENVIRO AND SHOP FOR REPAIR ORDER

29.02

YOUR FINANCE CHARGE is computed by a single periodic rate of 1.5% (minimum .50) per month on balances up to \$500 which is an ANNUAL PERCENTAGE RATE of 18% and a single periodic rate of 1% per month on balances over \$500 which is an ANNUAL PERCENTAGE RATE of 12%. We guarantee our workmanship for 12 months or 12,000 miles, whichever occurs first. If our repair or replacement parts fail in normal use within that period because of our workmanship, we will fix it free of charge, parts and labor.  
 48 hours after work is completed and the customer is notified, storage charges will accrue at \$15.00 per day. Vehicle will be sold for charges after 30 days.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, AUTONATION CHEVROLET FORT WORTH, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and AUTONATION CHEVROLET FORT WORTH, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I acknowledge receipt of the parts and labor listed above.

TERMS: Payment terms will be strictly cash unless arrangements made. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles and/or personal items left in said vehicles, placed with this company for storage, sale or repair, or for an express mechanic's fee is granted on said vehicle to secure the payment thereof, said obligation being payable in Fort Worth, Tarrant County, Texas, and in the event of default, I agree to pay in addition thereto, reasonable attorney's fee. Permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same.  
 I AUTHORIZE AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE:

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE  
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED, BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.  
 Signature of the Person responsible or Agent for Person Responsible for payment

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS. / DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

WE GUARANTEE OUR WORKMANSHIP FOR  
 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.  
 CUSTOMER COPY

626352

# Bankston Chevrolet Fort Worth

\*INVOICE\*

DUPLICATE 1  
PAGE 1

7769 GRAPEVINE HWY. METRO: (817) 498-2400  
FORT WORTH, TX 76180 LOCAL: (817) 485-0400  
SERVICE PHONE: (817) 605-2463

HURST, TX  
HOME: [REDACTED]  
BUS: [REDACTED]

CONT: N/A  
CELL: [REDACTED]

SERVICE ADVISOR: 3869 PHILLIP MCCARLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
50U	04	CHEVROLET BLAZER	1GNCS18X44K [REDACTED]	[REDACTED]	33710/33710	T1967	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02SEP04 DD			16:12 14JUL09			CASH	10JUL09
R.O. OPENED	READY	OPTIONS:		STK: 4K [REDACTED]	DLR: 07340		
09:08 09JUL09	16:20 10JUL09	ENG: 4.3 LITER MFI 90 DEG 1) CSI 1 5/23/06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S CLUSTER PANEL CRACKED						
	CG130 REPLACED LENS						
	2426 CPR						
	1 16252106 LENS					128.00	128.00
	33710 CLUSTER PANEL BROKEN 1.30 R,R TRIM PANEL AND REMOVED CLUSTER AND REPLACED LENS				29.61	29.61	29.61
*****							
B	C/S IGNITION KEY STICKS WHEN TURNING VEH ON AND WILL NOT RELEASE BACK						
	CG250 REPLACED IGNITION SWITCH ASSEMBLY						
	2426 CPR						
	1 26070111 SWITCH					271.00	271.00
	33710 IGNITION SWITCH STICKING AND CAUSING HARD TO TURN AND RELEASE				126.79	126.79	126.79
	2.50 REMOVED TRIM AND REMOVED AND REPLACED IGNITION SWITCH ASSEMBLY AND RETEST						
*****							
C	27 MULTI-POINT INSPECTION REPORT						
	27PI 27 MULTI-POINT INSPECTION REPORT						
	2426 CPR						
						0.00	0.00

WE WOULD LIKE TO THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE. OUR GOAL IS TO ENSURE THAT YOU ARE COMPLETELY SATISFIED. YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS. IF FOR ANY REASON YOU ARE UNABLE TO COMPLETE THIS SURVEY COMPLETELY SATISFIED, PLEASE CONTACT JOHN ASHFORD AT 817-605-2441.

**YOUR FINANCE CHARGE** is computed by a single periodic rate of 1.5% (minimum .50) per month on balances up to \$500 which is an ANNUAL PERCENTAGE RATE of 18% and a single periodic rate of 1% per month on balances over \$500 which is an ANNUAL PERCENTAGE RATE of 12%. We guarantee our workmanship for 12 months or 12,000 miles, whichever occurs first. If our repair or replacement parts fail in normal use within that period because of our workmanship, we will fix it free of charge, parts and labor. 48 hours after work is completed and the customer is notified, storage charges will accrue at \$15.00 per day. Vehicle will be sold for charges after 30 days.

**DISCLAIMER OF WARRANTIES:** Any warranties on the products sold hereby are those made by the manufacturer. The seller, BANKSTON CHEVROLET FORT WORTH, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BANKSTON CHEVROLET FORT WORTH, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I acknowledge receipt of the parts and labor listed above.

**TERMS:** Payment terms will be strictly cash unless arrangements made. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles and/or personal items left in said vehicles, placed with this company for storage, sale or repair, or damage to vehicle while road testing. The below bill for labor and materials is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, said obligation being payable in Fort Worth, Tarrant County, Texas, and in the event of default, I agree to pay in addition thereto, reasonable attorney's fee. Permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same. I AUTHORIZE AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE:

**NOTICE PURSUANT TO 370.001, TEXAS PROPERTY CODE**

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION BY ACCORDANCE WITH BUSINESS AND COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person responsible or Agent for Person Responsible for payment

DESCRIPTION	TOTALS
LABOR AMOUNT	399.00
PARTS AMOUNT	156.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	555.40
LESS INS. / DISCOUNT	0.00
SALES TAX	12.90
<b>PLEASE PAY THIS AMOUNT</b>	<b>568.30</b>

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

WE GUARANTEE OUR WORKMANSHIP FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.  
CUSTOMER COPY

48305

1238573

569404

# Bankston Chevrolet Fort Worth

7769 GRAPEVINE HWY. METRO: (817) 498-2400  
FORT WORTH, TX 76180 LOCAL: (817) 485-0400  
SERVICE PHONE: (817) 485-0466

\*INVOICE\*

PAGE 1

HURST, TX  
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 3447 SHAWN ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
50U	04	CHEVROLET BLAZER	1GNCS18X44K [REDACTED]		12431/12431	T2496	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02SEP04 IS			14:36 11JUL06		0.00	CASH	10JUL06
R.O. OPENED	READY	OPTIONS:		STK:4K [REDACTED]	DLR:07340		
09:43 10JUL06	15:33 10JUL06	ENG:4.3 LITER MPT 90 DEG 1) CSI 1 5/23/06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CAUSE: T2020 TOWING  
2318 WW  
FC: PART#: COUNT: (N/C)  
CLAIM TYPE:  
AUTH CODE:

SUBL MELNER WW (N/C)

B C/S WILL NOT START, IGNITION WILL NOT TURN  
CAUSE: INOP

E7200 CYLINDER, IGNITION LOCK R&R OR REPLACE  
1463 WW (N/C)  
1 26047315 RETAINER, (N/C)  
10 26050539 SPRING (N/C)  
1 19120152 TUMBLER (N/C)  
3 19120153 TUMBLER (N/C)  
2 19120154 TUMBLER (N/C)  
3 19120155 TUMBLER (N/C)  
FC: 6C (N/C)  
PART#: 88937315  
COUNT: 20  
CLAIM TYPE:  
AUTH CODE:  
OJ

12431 FOUND INTERNAL PARTS FAILURE IN IGN. LOCK CYL. E7200 1.8/1463  
REPLACED AND CODED NEW IGNITION LOCK CYLINDER NOW STARTING PROPERLY

YOUR FINANCE CHARGE is computed by a single periodic rate of 1.5% (minimum .50) per month on balances up to \$500 which is an ANNUAL PERCENTAGE RATE of 18% and a single periodic rate of 1% per month on balances over \$500 which is an ANNUAL PERCENTAGE RATE of 12%. We guarantee our workmanship for 12 months or 12,000 miles, whichever occurs first. If our repair or replacement parts fail in normal use within that period because of our workmanship, we will fix it free of charge, parts and labor. 48 hours after work is completed and the customer is notified, storage charges will accrue at \$15.00 per day. Vehicle will be sold for charges after 30 days.

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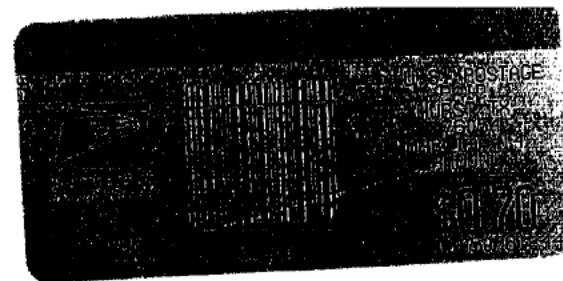
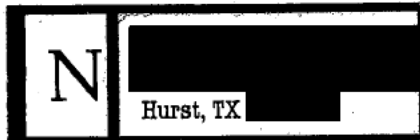
TERMS: Payment terms will be strictly cash unless arrangements made. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles and/or personal items left in said vehicles, placed with this company for storage, sale or repair, or damage to vehicle while road testing. The below bill for labor and materials is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, said obligation being payable in Fort Worth, Tarrant County, Texas, and in the event of default, I agree to pay in addition thereto, reasonable attorney's fee. Permission is granted to you to copy and use this invoice on any street or road for the purpose of testing and inspecting same. I AUTHORIZE AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS. / DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE PURSUANT TO 376.001, TEXAS PROPERTY CODE  
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE 99.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.  
Signature of the Person responsible or Agent for Person Responsible for payment

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

WE GUARANTEE OUR WORKMANSHIP FOR CUSTOMER OR 12,000 MILES WHICHEVER OCCURS FIRST.



NHTSA HEADQUARTERS  
1200 NEW JERSEY AVE SE  
WEST BLDG  
WASHINGTON DC 20590

