

CT-10586949- 9-25-2014
5748

OCT 3- 2014

Dear Traffic Safety Administration —

I have been going back + forth with GM + Malouf dealership on my defective ignition switch on my 2007 Chev Malibu, and they deny that it is a recall situation. I am looking for a reimbursement, for which I paid the full cost, of replacing the switch on 1-18-14. (before they officially made a recall on ignition switches)

My problem was that I could not shut the engine off — it kept idling until after 4 or 5 tries it finally shut off. That is a hazzard that should be covered under the recall because if I got into an accident, the first thing I should do is shut off the engine to prevent a fire or explosion if there was leaking gas.

I also pointed out to them that the switch they put in may be one of the defective switches since they replaced it before the official recall and didn't correct the problem in the switches until the recall.

I only had 14,096 miles on the car when the problem started (see enclosed invoice).

The reason that I had low mileage on the Malibu was that I had a 1991 Buick (which I got rid of last year) that we used mostly.

When I first called GM they gave me a reference number to refer to when I want to check on my complaint. When I did call them again, they said they didn't have a reference number on file for me.

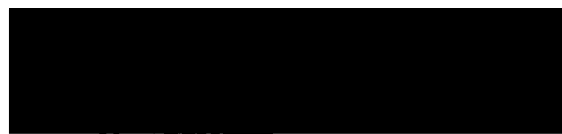
(Reference # [REDACTED]). In other words what they are really saying is don't bother us.

ET
10/7/14
TW

Do I have any recourse on this? As I said before, this is a safety hazard that should be included on the recall. And also, was the switch that they put in safe?

Enclosed is copy of my invoice.
I feel that I should be reimbursed for the switch replacement that I payed for (\$296.52 plus labor) and ~~reassure~~ me that the switch they put in is not on the recall list.

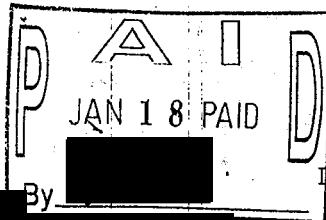
Thank you and hope
to hear something on
this



Spotswood, NJ



CUSTOMER #: [REDACTED]



INVOICE

MALOUF

CHEVROLET

1975 US Highway 1 • P.O. Box 7480
North Brunswick, NJ 08902
(732) 821-1177 Fax: (732) 821-0687

www.malouf.com

SPOTSWOOD, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 5760 NICK ALDARELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CASHMERE	07	CHEVROLET MALIBU	1G1ZS57F57F		14096/14097	T510	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV07 DD			WAIT 17JAN13			CASH	18JAN13
R.O. OPENED		READY	OPTIONS: STK:2815N DLR:34840				
11:09 17JAN13		11:34 18JAN13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT SUNDAY AND MONDAY AFTER SHUTTING THE VEHICLE OFF THE ENGINE AND VEHICLE WAS STILL RUNNING CUSTOMER SHUT KEY ON AND OFF A FEW TIMES AND VEHICLE FINALLY SHUT OFF CUSTOMER HAD NO TROUBLE YESTERDAY OR TODAY BUT VEHICLE HAD TO BE JUMPSTARTED YESTERDAY BECAUSE BATTERY WAS COMPLETELY DEAD CHECK AND ADVISE

CAUSE: SWITCH SHORTED

MISC IGNITION SWITCH SHORTED REPLACED IGNITION SWITCH

688 CPC 2.20

253.00 253.00

1 20980414 SWITCH

34.60 34.60 34.60

1 12177236 RELAY

8.92 8.92 8.92

14096 SWITCH SHORTED REPLACE IGNITION SWITCH

B BATTERY WAS REPLACED 3/15/13 CHECK AND ADVISE

MISC BATTERY WAS DEAD DUE TO IGNITION SWITCH BEING SHORTED

688 CPC 0.00

0.00 0.00

C** THROTTLE BODY SERVICE

TBS THROTTLE BODY SERVICE

688 CPC 1.00

97.95 97.95

1 5575 THROTTLE BODY KIT

32.00 32.00 32.00

D** CHANGE OIL AND FILTER TOP OFF FLUIDS, SET TIRE PRESSURES

3K CHANGE OIL AND FILTER TOP OFF FLUIDS, SET TIRE PRESSURES

688 CPC 0.40

12.99 12.99

1 19168267 FILTER

7.52 7.52 7.52

5 12345616 5W30 MOTOR OIL

2.89 2.89 14.45

C CHARGE 36.39 TO ALC 9.74 TO

APC CUSTOMER PAYS 444.37 TOTAL

PLEASE RETURN THE CSI SURVEY, BUT
REMEMBER, COMPLETELY SATISFIED IS
THE ONLY PASSING GRADE!

THANK YOU,
THE MALOUF SERVICE TEAM



Certified Service

STATEMENT OF DISCLAIMER

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. Seller neither assumes, nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT 363.94

PARTS AMOUNT 97.49

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 0.00

TOTAL CHARGES 461.43

LESS INSURANCE 0.00

SALES TAX 29.07

PLEASE PAY THIS AMOUNT

490.50

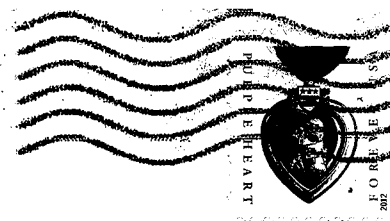


Spotswood, NJ



DV DANIELS NJ 070

26 SEP 2014 PM 5 L



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

20590

