

4-17-14

CL-10586949-9397

Dear Auto Safety —

The defect on my ignition switch on my 2007 Chev Malibu is not the same as what they are currently recalling on GM cars.

APR 29 2014

At 14,096 mile miles on Jan 17, 2013 I had to take the car to the dealership to replace the ignition switch and relay (as noted on enclosed invoice) because when I stopped the car and shut off the ignition, it kept idling. I kept turning it off and on until it stopped idling. When you think about it, that was a hazzard because if an accident occurred, the first thing to do is shut off the engine to avoid a fire or explosion if there is a gas leak.

All the work that was ever done on this car was done by the dealer since I bought it new.

This is the first car, that I have ever owned, that I ever had an ignition switch problem. And I kept all my cars with over 100,000 miles on them.

I stopped at the dealership with my invoice about 2 weeks ago to inquire on the recall and was told that it was not covered. They said that the low mileage for a car 7 years old meant a lot of local driving with constant starting and stopping that wore out the switch. I denied that statement of local driving continuously because most of this mileage was long distance to Penna. Since I

AM
5114
SMD

11

also had a 1991 Buick (I bought new) that we mostly used until I had to get rid of it. (It had 90,000 miles on it)

Do I have any recourse for a refund on this defect that I paid to repair myself? If so, how do I get it from GM? And as for the new switch that they installed - could that be on the defective list?

Putting it point blank - I do not trust GM! I was an employee for Delco Battery (under GM) for 32 years and had a personal experience with them healthwise. They gave us physical exams every year, and I had a clean bill of health. Then, I had a physical with my own doctor and he found a spot on my lung. And GM never told me about it. My doctor requested me to get X-rays from Delco to compare that spot. Delco lent me 3 X-rays that covered back to the previous 5 years - and that spot was on all of them. So my wife and I prayed a lot - and I'm still here.

I called you on 4-15-14 at about 1:30 PM
Reference # 627418 You recommended that I
Contact GM manufacturer on this. I also told
you that I would send you a copy of the
invoice with an explanation letter with it.

I called GM on 4-15-14 at about 2 PM on recall. Reference # 71-12951313161 They said they will check to see if my Malibu ignition switch is included on the recall. And, if it is, I should receive a letter at end of April or beginning of May (along with a reimbursement check for what I paid the dealer to replace the switch + relay.

And also to check out the new switch that they put in to see if that is on the defective list.

I asked, if I didn't hear from them - what to do?

He said to call in the middle of May using the reference number they gave me.

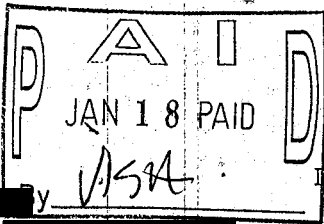
Also sending you a newspaper clipping that covers Malibu's for years 2004, 2005, 2006, 2008 + 2009. You'll notice there was no listing for 2007.

As I said before - I don't trust GM. Not only my lung problem - but they were hiding this defective switch problem for a long time - even after people were killed because of the defect.

Also I won't even have a case against them on ~~any~~ any lung problems in future because they declared bankruptcy after my health issue. And I lost all medical benefits with the bankruptcy. Please advise me on this recall concerning my Malibu.

Yours Truly

CUSTOMER #: [REDACTED]



70220

INVOICE

DUPLICATE 1
PAGE 1



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]

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	
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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

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

MONEY

CEO apologizes to families

GM's Barra makes the statement in recall testimony

James R. Healey
USA TODAY

General Motors CEO Mary Barra, in written testimony for a House subcommittee hearing today into the automaker's recall of 2.53 million small cars for faulty switches, says, "Sitting here today, I cannot tell you why it took years for a safety defect to be announced in that (small-car) program, but I can tell you that we will find out."

MICHAEL PROBST, AP

GM CEO

Mary Barra

In her testimony filed in advance, Barra promises the U.S. House Energy and Commerce Committee's Subcommittee on Oversight, "When we have answers, we will be fully transparent with you, with our regulators and with our customers."

When the switches fail, they shut off power to air bags.

That fault has been linked by GM to 13 deaths — 12 deaths in the U.S. and one in Canada.

As she and other General Motors executives have done repeatedly since the initial recall (since expanded twice) was announced in February, she apologized, particularly to the families of victims.

GM recalls 1.3M vehicles to fix power steering

Chris Woodyard
USA TODAY

General Motors announced another whopping recall Monday. This one covers more than 1.3 million vehicles in the U.S. that may experience a sudden power steering loss.

GM says drivers will instantly know if the electric power steering system fails because a chime and dashboard message will appear. The car can be steered without power assist, but it can require a lot more muscle to turn the wheel, especially at low speeds. Because of the difficulty, the car could be more susceptible to a crash.

The recall adds to the number of Chevrolet Cobalts that were included in a 2010 steering recall. Chevrolet HHR and Saturn Ion, which are included in the new recall, use the same power steering system. In addition, the new recall adds to the Saturn Aura, Chevy Malibu and Malibu Maxx and Pontiac G6 that were the subject of a 2012 recall over

In her testimony, Barra offers "my sincere apologies to everyone who has been affected by this recall, especially to the families and friends of those who lost their lives or were injured. I am deeply sorry."

Advance testimony becomes part of the hearing record, but

steering problems.

GM says it will replace, depending on what's needed — the power steering motor, steering column, or both.

The Cobalt, HHR and Ion are also part of GM's ignition switch recall. GM says drivers may need to make a separate visit to dealerships if they have cars covered by the power steering and ignition switch recalls.

Cars in the new recall:

► Chevrolet Malibu: All from model year 2004 and 2005, and some from model year 2006, 2008 and 2009.

► Chevrolet Malibu Maxx. All model year 2004 and 2005, and some from 2006.

► Chevrolet HHR: Some non-turbocharged models from 2009 and 2010.

► Chevrolet Cobalt: Some model year 2010 vehicles.

► Saturn Aura: Some model year 2008 and 2009 vehicles.

► Saturn Ion: All model year 2004 to 2007 vehicles.

► Pontiac G6: All model year 2005, and some model year 2006, 2008 and 2009 vehicles.

usually is not read in full before the panel begins its questioning.

Barra said in an interview March 18 that the automaker deliberately separates the technical experts studying possible flaws from executives who ultimately must decide whether to issue a recall.

But, she says in her testimony, in the remarks, "As soon as I learned about the problem, we acted without hesitation."

"We told the world we had a problem that needed to be fixed. We did so because whatever mistakes were made in the past, we will not shirk from our responsibilities now and in the future. Today's GM will do the right thing."

She notes that GM has hired former U.S. attorney Anton Valukas "to conduct a thorough and unimpeded investigation of the actions of General Motors. He has free rein to go where the facts take him, regardless of the outcome."

GM first knew the switches could be a problem in 2001, during development of the 2003 Saturn Ion.

It showed up again in 2004 during final phases of development of the 2005 Chevrolet Cobalt, according to a chronology that General Motors filed with the National Highway Traffic Safety Administration.

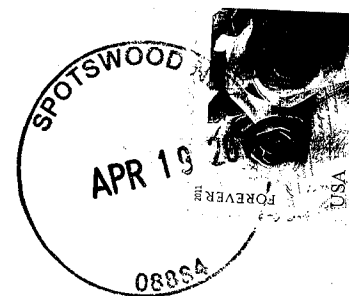
The switch design was modified in 2006, but the new component wasn't assigned a new part number — violating General Motors procedures and, if it was part of a cover-up of a safety problem, possibly federal law.

And the cars weren't recalled then.

Because of the part number issue, General Motors hasn't been able to accurately track which of its small cars have the safer switch.

That led to a recall expansion on Friday, adding 824,000 vehicles.

Spotswood NJ



DOT AUTO SAFETY
1200 New Jersey Ave SE
Washington, DC 20590

