

USDOT / NHTSA

Ofc. Of Defects Investigation

NVS 210 1200 New Jersey Ave SE

West Building

Washington DC 20590

Re: Campaign No.14V252000 Dtd 5/14/2014

CL-10595852-8964

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

JUL 1- 2014

To the Office:

I am writing to ask you to investigate the possible unfair exclusion of my vehicle by GM under the Campaign No. 14V252000 , as referenced above.

My VIN No. is 1G1ZG57B094 [REDACTED], manufactured Nov., 2008 at the Orion plant for GM, Lake Orion, MI. My vehicle has been suffering the same malfunctions described in your campaign summary I found on your website.

As I understand it your Campaign No. 14V252000 references 2004-2012 Malibus manf. 5-16-03 thru 10/11/2012, but it does not give a location.

As I understand it, the defect subject of the recall caused a malfunction, or a possible combination of malfunctions of the brake lighting system, cruise control system ESC system and traction control systems.

I have been in phone contact with General Motors about this matter and they could not –and I stress *could not* – give me an explanation, referring to the basis for my not being included in the recall 14V252000, and/or give me proper notice that I was included so I can get on with my business. By that I mean given the direction and/or the means by which I can have a reportedly new connection harness installed at no cost to me, and reimbursement of \$737.06, the amount of 4 prior attempts by GM mechanics to remedy the problem.

I will note here that I originally collected these invoices and added \$183 in interest that I had to pay on the credit card(s) to pay for the repeated “repair” of the vehicle, but now I guess I should be happy just to get the \$737.06?

I have attached several invoices going back to 2011, although I have others where I had to take the vehicle back in days after a repair and have it repaired again at no additional charge. Any explanation from me as to the need for the “re-do” would only be speculation.

I collected the invoices the same night I originally wrote to GM CAC, expecting that someone was going to want to see them, but I will also note that I have been contacted by 3 different representatives from either Chevy or GM, and none of them have asked me for any sort of documentation, regarding my belief that I should be included in the recall. None of them asked, “why”? when I told them I thought I should be included.

NAM
7914
SMD

I reference invoice #26125 Palmen Chevrolet, Kenosha, WI., \$121.85, dtd 7-30-2011.

I reference an Invoice #257287, Heiser Chevrolet, West Allis, WI., \$132.45, dated 9-5-2012, Item C, page 2.

I reference invoice #51888, Palmen Buick, GMC Kenosha, WI \$241.17, dated 3-9-2013

I reference Invoice #PNCS619075, John Paul's GMC, Greenfield, WI, \$241.59 dtd 7/22/2013

To stress the seriousness of this beyond the reimbursement, repair of my particular vehicle, an end to the frustration of not being able to use my cruise control, and my mileage, which is suffering for sake of that additional inconvenience, I reference an article (Business Automakers Noah Rayman @noahrayman, Time.com – date unknown) that I found online on May 14, 2014, wherein GM said it was aware of two injuries and 13 crashes due to the brake lamp defect and again cites the 2004-2012 Chevy Malibu as being the primary subject of the recall that was the subject of the Article.

I read the above to say that every day I'm driving this unsafe vehicle out on my daily 94 miles commute, I'm not only wasting gas because I'm afraid using the cruise control might be a trigger for the over-arc that I understand is the problem, I am also being forced to endanger other innocent drivers who expect my brake lights to work properly.

I was told more than once by the GM CAC customer service representative Lauren 866-790 5700 xt 11651, that while she could confirm there was no recall that included my vehicle, she could not give me an explanation. I stress "could", because I believed her, and I believe that if she could, she would, but she just could not explain it either.

I believed her because this fits into a pattern GM management of CAC has already shown to be problematic, and that is not giving the representatives the proper tools with which to do their job. I was told that the representatives do not have access to, or are instructed not, to use email for communicating about something of public record, for what reason? Second, I was told that the representatives are either (normally) not required to monitor the NHTSA public website.

I had asked that someone at CAC look at the documents attached to the posting of the recall Campaign 14v252000. I thought, especially, these days, GM was in need of intelligent, contemporary, up-to-the-date-of-big-social-media PR, and no one thought of, or thought of the need to, look at the NHTSA complaints postings now and then?

Could you please investigate this matter to the extent possible by your agency and I welcome any input, any insight, advice, and/or assistance you may have to offer.

[REDACTED]
[REDACTED] Prairie WI
[REDACTED]



2009 CHEVROLET MALIBU

14V252000

Recalls	Investigations	Complaints	Service Bulletins
5	1	256	57

RECALLS: Displaying 1 - 5 out of 5

— RECALL Subject : Brake Lights may or may not Randomly Illuminate , 1 INVESTIGATION(S)

Report Receipt Date: MAY 14, 2014

NHTSA Campaign Number: 14V252000

Component(s): ELECTRICAL SYSTEM , ELECTRONIC STABILITY CONTROL , EXTERIOR LIGHTING , SERVICE BRAKES, HYDRAULIC , VEHICLE SPEED CONTROL

All Products Associated with this Recall ▼

Details ▲

6 Associated Documents

Manufacturer: General Motors LLC

SUMMARY:

General Motors LLC (GM) is recalling certain model year 2004-2012 Chevrolet Malibu vehicles manufactured May 16, 2003, through October 11, 2012, 2004-2007 Malibu Maxx vehicles manufactured June 25, 2003, through April 5, 2007, 2005-2010 Pontiac G6 vehicles manufactured May 26, 2004, through January 4, 2010, and 2007-2010 Saturn Aura vehicles manufactured April 24, 2006, through May 26, 2009. In the affected vehicles, increased resistance in the Body Control Module (BCM) connection may result in voltage fluctuations in the Brake Apply Sensor (BAS) circuit. These fluctuations can cause one or more of these conditions: the brake lights to illuminate without the brake pedal being pushed; the brake lights to not illuminate when the pedal is pushed; difficulty disengaging the cruise control; moving the gear shifter out of the 'PARK' position without pushing the brake; and disablement of crash avoidance features such as traction control, electronic stability control, and panic braking assist features.

CONSEQUENCE:

Any of the above failure conditions increases the risk of a crash.

REMEDY:

GM will notify owners, and dealers will attach the wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM and harness connector and the BAS and harness connector, and will relearn the brake pedal home position, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet), 1-800-762-2737 (Pontiac), 1-800-553-6000 (Saturn). GM's number for this recall is 13036.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Name	Description	Size(KB)
RCAK-14V252-8210.pdf	Recall Acknowledgement	50
RCDNN-14V252-1248P.pdf	Defect Notice(Part 573)	125
RCDNN-14V252-4539.pdf	Defect Notice(Part 573) Supplemental	96
RCMN-14V252-0956.pdf	Manufacturer Notices(to Dealers,etc)	23
RCMN-14V252-4533.pdf	Manufacturer Notices(to Dealers,etc) - Notice regarding Q&A	55
RCORRD-14V252-7289.pdf	Other Recall Related Documents - Q&A	59

1 Associated Investigation(s) ▼

— RECALL Subject : Sudden Loss of Electric Power Steering , 1 INVESTIGATION(S)

Report Receipt Date: MAR 31, 2014

NHTSA Campaign Number: 14V153000

Component(s): STEERING

All Products Associated with this Recall ▼

Details 5 Associated Documents 

Manufacturer: General Motors LLC

SUMMARY:

General Motors LLC (GM) is recalling certain model year 2004-2006 and 2008-2009 Chevrolet Malibu, 2004-2006 Malibu Maxx, 2009-2010 HHR (non-turbo), 2010 Cobalt, 2008-2009 Saturn Aura and 2004-2007 Ion, and 2005-2009 Pontiac G6. In the affected vehicles, there may be a sudden loss of electric power steering (EPS) assist that could occur at any time while driving.

CONSEQUENCE:

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

REMEDY:

GM will notify owners, and dealers will perform one of four bulletins. Parts are not currently available. GM expects to send an interim notification around May 28, 2014. When parts are available, owners will be mailed a second letter to come in to have the applicable bulletin applied. Bulletin 14115 covers model year 2004-2007 Saturn Ion, 2009-2010 Chevrolet HHR and 2010 Chevrolet Cobalts. Dealers will replace the EPS motor. Bulletin 14116 covers model year 2004-2006 Chevrolet Malibu and Malibu Maxx, 2005-2006 Pontiac G6 and 2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from March 1, 2008, through June 27, 2008. Dealers will replace the torque sensor assembly. Bulletin 14117 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from February 1, 2008, through February 28, 2008. Dealers will replace the torque sensor assembly and EPS motor controller unit. Bulletin 14118 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from October 1, 2007, through January 31, 2008. Dealers will replace the EPS motor controller unit. Owners may contact Chevrolet at 1-800-630-2438, Saturn at 1-800-553-6000, and Pontiac at 1-800-620-7668. GM's number for this recall is N140115. Note: GM bulletin number 14119 will be implemented for model year 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and model year 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

1 Associated Investigation(s) **- RECALL Subject : The Transmission Shift Cable May Detach**

Report Receipt Date: SEP 18, 2012
NHTSA Campaign Number: 12V460000
Component(s): POWER TRAIN

All Products Associated with this Recall Details 14 Associated Documents 

Manufacturer: General Motors LLC

SUMMARY:

General Motors (GM) is recalling certain model year 2007-2010 Saturn Aura and model year 2008-2010 Chevrolet Malibu and Pontiac G6 vehicles, equipped with a 4-speed automatic transmission. On these vehicles, the tabs on the transmission shift cable end may fracture and separate.

CONSEQUENCE:

If the tabs were to fracture and separate, the shift lever and the actual position of the transmission gear may not match. The driver would be able to move the shifter to 'PARK' and remove the ignition key, but the transmission gear may not be in 'PARK.' The vehicle may not be able to be restarted and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

REMEDY:

GM will notify owners, and dealers will install a retainer over the cable end or replace the shift cable as necessary. This service will be performed free of charge. Notification to owners began on November 9, 2012. Owners were instructed to not bring their vehicles for repair until January 2013. Owners may contact General Motors at 1-800-521-7300.

NOTES:

General Motors safety recall number 12106. Customers may contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.safercar.gov.

- RECALL Subject : SHIFT LEVER INDICATOR/FMVSS 102 & FMVSS 114

Report Receipt Date: MAR 06, 2009
NHTSA Campaign Number: 09V073000
Component(s): POWER TRAIN

All Products Associated with this Recall Details 19 Associated Documents 

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

GENERAL MOTORS IS RECALLING 276,729 MY 2009 BUICK ENCLAVE, CHEVROLET COBALT, HHR, MALIBU, TRAVERSE, GMC ACADIA, PONTIAC G5, G6 AND SATURN AURA AND OUTLOOK PASSENGER VEHICLES. THESE VEHICLES FAIL TO COMPLY WITH FEDERAL MOTOR VEHICLES SAFETY STANDARD 102, "TRANSMISSION SHIFT POSITION SEQUENCE, STARTER INTERLOCK, AND TRANSMISSION BRAKING EFFECT", AND FMVSS 114, "THEFT PROTECTION AND ROLLAWAY PREVENTION". ON SOME OF THESE VEHICLES, THE TRANSMISSION SHIFT CABLE ADJUSTMENT CLIP MAY NOT BE FULLY ENGAGED. IF THE CLIP IS NOT FULLY ENGAGED, THE SHIFT LEVER AND THE ACTUAL

POSITION OF THE TRANSMISSION GEAR MAY NOT MATCH. WITH THIS CONDITION, THE DRIVE COULD MOVE THE SHIFTER TO "PARK" AND REMOVE THE IGNITION KEY, BUT THE TRANSMISSION GEAR MAY NOT BE IN "PARK".

CONSEQUENCE:

THE DRIVER MAY NOT BE ABLE TO RESTART THE VEHICLE AND THE VEHICLE COULD ROLL AWAY AFTER THE DRIVER HAS EXITED THE VEHICLE, RESULTING IN A POSSIBLE CRASH WITHOUT PRIOR WARNING.

REMEDY:

DEALERS WILL INSPECT AND ENSURE THAT THE SHIFT CABLE ADJUSTMENT CLIP IS FULLY ENGAGED. IN THE EVENT THAT THE CLIP DOES NOT ENGAGE, THE SHIFT CABLE WILL BE REPLACED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE MARCH 24, 2009. OWNERS MAY CONTACT BUICK AT 1-866-608-8080, CHEVROLET AT 1-800-630-2438, GMC AT 1-866-996-9463, PONTIAC AT 1-800-620-7668 AND SATURN AT 1-800-972-8876 OR AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

NOTES:

GENERAL MOTORS RECALL NO. 09041. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

– RECALL Subject : FMVSS 103/HVAC SYSTEM INOPERATIVE

Report Receipt Date: DEC 02, 2008

NHTSA Campaign Number: 08V634000

Component(s): VISIBILITY

All Products Associated with this Recall ▼

Details ▲

10 Associated Documents 

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

GM IS RECALLING 77 MY 2009 CHEVROLET MALIBU HYBRID VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 103, "WINDSHIELD DEFROSTING AND DEFOGGING SYSTEM." THE HEATING, VENTILATION, AND AIRCONDITIONING (HVAC) SYSTEM MAY BECOME INOPERATIVE. IF THIS WERE TO OCCUR, THE BLOWER WOULD NOT FUNCTION PROPERLY AND THE MODE SELECTOR WOULD REMAIN IN THE LAST KNOWN SETTING.

CONSEQUENCE:

IF THE WINDSHIELD BEGAN TO FOG OR FROST, THERE MAY NOT BE ENOUGH AIRFLOW TO CLEAR THE WINDSHIELD, RESULTING IN REDUCED DRIVER VISIBILITY AND A POSSIBLE CRASH WITHOUT PRIOR WARNING.

REMEDY:

DEALERS WILL REPROGRAM THE HVAC CONTROL HEAD MODULE. THE RECALL IS EXPECTED TO BEGIN ON DECEMBER 17, 2008. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438 OR THROUGH THEIR WEBSITE AT [HTTP://WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

NOTES:

GM RECALL NO. 08388. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

[My Vehicle Home / Recalls](#)

RECALLS

TO CHECK FOR RECALLS FOR YOUR VEHICLE, WITHOUT AN OWNER CENTER ACCOUNT, SELECT YOUR VEHICLE BRAND AND ENTER YOUR VIN BELOW.

To automatically receive recall notices, maintenance reminders, exclusive offers and more - delivered right to your Owner Center inbox, create your account today.

The Owner Center displays active recalls. At this time our system indicates that the vehicle you entered is not included in any active recalls. If the vehicle you entered has recently had repairs to address a recall, the information may no longer display. Please continue to check back if you think your vehicle may be involved in a recently announced recall. The Owner Center is currently updated once a day, so your VIN may be included in future updates. If your vehicle is included in an active recall, you will receive a written communication from GM. If you believe this is an error, please verify that the VIN you entered contains 17 alpha-numeric characters and is a valid U.S. GM VIN and try again. We apologize for the inconvenience and we are working to upgrade our process to provide you the latest information as soon as possible. Thank you in advance for your understanding.

Please select a vehicle brand to continue:

VIN:

1G1ZG57B094

GO

What's my VIN?

17#5

SELECT AN OPTION TO GET STARTED.

[CREATE AN ACCOUNT](#)

Enjoy all the benefits and rewards of ownership.
Discover your Owner Center today.

†Visit Onstar.com for details and system limitations.

§All SiriusXM services require a subscription, sold separately after the first 90 days. Not available in Alaska or Hawaii. For

**Capital One, N.A. is the issuer of the GM Card. General Motors ("GM") is responsible for the operation and administration

†The GM Business Card Earnings are offered and administered by Chase Bank, USA, N.A.

††Capabilities vary by model.

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Subject: < No Subject >

From: cac@chevrolet.com (cac@chevrolet.com)

To: [REDACTED]

Date: Thursday, May 22, 2014 9:53 AM

Service Request: 71-1306366469

Customer support Specialist: Ed

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We sincerely apologize for the concerns that you are experiencing with your 2009 Chevrolet Malibu. We understand this can be very frustrating and appreciate the opportunity to assist. Due to the nature of your concern, it is best to continue this communication via telephone.

Please reply to this email with a date and time that we may contact you, along with the telephone number where you can be reached during this time.

Based on the information you have provided, I have created a Service Request to document your case. That Service Request number is 71-1306366469. Please refer to this number on any future correspondence about your case.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

Subject: Fw: The Chevrolet Consumer Support Team Service Request #: 71-1306366469

From: [REDACTED]

To: cac@chevrolet.com;

Date: Monday, June 9, 2014 8:00 PM

I am forwarding to resend and provide my service request number up front in case you don't notice it in Ed's email to me, below, dated May 29th:

----- Forwarded Message -----

From: [REDACTED]

To: "cac@chevrolet.com" <cac@chevrolet.com>

Sent: Monday, June 9, 2014 7:55 PM

Subject: Re: The Chevrolet Consumer Support Team

This is my 3rd email to you, providing some of the information included here for at least a 2nd time. I own a 2009 Chevy Malibu, VIN No. 1G1ZG57B09[REDACTED] Manufactured in Nov., 2008. According to the documents related to NHTSA Recall Campaign No. 14V25200, (available to you as well as the public on their website), it should be included in that recall. The year, make, model, manufacture date and defect issues match all markers identified in the related documents. I would like know why I have been advised once by your website and again today verbally by one of your customer service reps that it is not.

I cannot provide a copy of an email notification from NHTSA although I should have received one pursuant to my subscription to them dating back to March, 2013 when I filed my first complaint.

Today I was contacted by Lorna - Lauren? from GM, phone no 866 790 5700, at extension 11651 and was very dissatisfied with her lack of knowledge or awareness of this recall campaign - or at least her ability to find any information on it. Below is a copy of a contact email I sent to NHTSA this evening. Please take the time to read it before contacting me. AND, I would appreciate someone doing some research at NHTSA, become aware of what your company is doing, look at those related documents available to the public and then reply with some constructive advice as to how I should proceed or a reasonable explanation as to why my vehicle is not included in the recall.

I am willing to believe that it is possible that while you have announced the recall generally, and notified NHTSA, you just have not had the time to collect and process all the information on all of the affected vehicles in order to send individual notices to the owners, but I would also expect your customer service representatives to be better educated in the issues they are attempting to address before contacting the owner(s).

thank you,

COPY of Contact email sent to NHTSA 6/9/2014 7:30 pm

Question/Issue 1: I signed up for email notifications on March 26th, 2013 for 2009 Chevrolets. I only have evidence of having received 1 notification, on April 1, 2014, Campaign No. 14V266. Do you keep records of what notifications have been sent to what subscribers, and if so, could you please provide me with a copy of such a record?

Question/issue 2: I vaguely remember receiving other notices and its a guess, but possible that since they did not directly apply to my vehicle, a 2009 Chevy Malibu, or the complaints I have filed with your office, I may have deleted them. For instance, the ignition switch issue, and one that pertain to 2009 GMC and Chevy trucks and SUVs. Periodically I have been monitoring your website for recall issues affecting 2009 Chevrolets and never took note of other notices I should have received but did not. I thought I had received a notification of campaign no. 14V25200, which does directly affect my specific vehicle, and my specific complaint, but I cannot find one in my saved mail folder. I only recently discovered Yahoo has been emptying my trash folder automatically, without my knowledge, so I cannot say whether I accidentally deleted it. Presuming I should have received such a notice, could you please re-send that particular notice? Or explain why I was not sent a notice on that campaign?

Question/issue 3: Can you explain why the word "certain" is used and/or provide me with a definition of that word as it used in the context of campaign no. 14V25200?

Question/issue 4: Very much related to No. 3, if my vehicle year, make and model, manufacture year, and defect symptoms exactly match those described in campaign no. 14V25200, how is it possible that Chevrolet can say my vehicle is not included in that recall?

thank you!

[REDACTED]

From: "cac@chevrolet.com" <cac@chevrolet.com>
To: [REDACTED]
Sent: Thursday, May 29, 2014 4:05 PM
Subject: The Chevrolet Consumer Support Team

Service Request #: 71-1306366469
Customer Relations Specialist: Ed

Dear [REDACTED]

I was reviewing your file and noticed that you have not contacted the Chevrolet Customer Assistance Center via telephone or replied to my last e-mail.

Based on the information you provided previously, I created a Service Request to document your case 71-1306366469. Please refer to this number on any future correspondence about

CUSTOMER #: [REDACTED]

26125



INVOICE

 7110 74th Place, Kenosha, WI 53142
 Phone: (262) 894-1500
 www.palmen.com

PLEASENT PRARIE, WI [REDACTED]

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 492 EDWARD BENDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	09	CHEVROLET MALIBU	1G1ZG57B094		53197/53201	T194	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN09 DD			WAIT 30JUL11			CASH	30JUL11
H.O. OPENED		READY	OPTIONS: ENG:2.4 LITER MFI DOHC TRN:A				

08:28 30JUL11	09:28 30JUL11	LIST	NET	TOTAL
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A CUSTOMER STATES THE CRUISE CONTROL IS INOP

200 ***** DRIVABILITY AND ELEC. GROUP *****

 451 CP 110.00 110.00
 PARTS: 0.00 LABOR: 110.00 OTHER: 0.00 TOTAL LINE A: 110.00

53201 Possible terminal fretting of ebcm connector Performed systems tests and found loss of communication codes for ebcm. Checked connections and grounds all ok at this time. Applied dielectric grease to ebcm connectors for possible terminal fretting. Cleared codes and retested, was unable to duplicate concern. Customer to return if condition reoccurs with no charge for diagnosis. Possible internal concern with ebcm.

B CUSTOMER STATES TRACTION CONTROL LIGHT IS ON

INFO INFORMATIONAL

 451 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

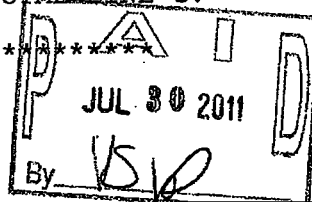
53201 See Above line for Repairs

C COMPLIMENTARY VEHICLE WASH, PLEASE NOTE PALMEN IS NOT RESPONSIBLE FOR ANY DAMAGE TO CAR.

 WASH COMPLIMENTARY VEHICLE WASH, PLEASE NOTE
 PALMEN IS NOT RESPONSIBLE FOR ANY DAMAGE TO
 CAR.

 451 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CUSTOMER PAY SHOP SUPPLIES/EPA FOR REPAIR ORDER



5.50

 TOX GMC Cadillac
 7110 74th PLACE
 KENOSHA, WI 53142

Ref #: 0001

Sale

Entry Method: Swiped

\$ 121.85

07:32:53

Appr Code: 035124

Batch#: 000325

Total:

07/30/11

Inv #: 000001

Approved: Online

Customer Copy

THANK YOU

OF DISCLAIMER

arranty constitutes all
 ties with respect to
 this item/items. The
 expressly disclaims all
 either express or
 including any implied
 merchantability or
 particular purpose.
 ner assumes nor
 any other person to
 it any liability in
 with the sale of this

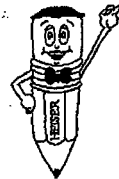
SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	110.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
E.P.A./DEDUCTIBLE	5.50
TOTAL CHARGES	115.50
<LESS>	0.00
SALES TAX	6.35
PLEASE PAY THIS AMOUNT	121.85

CUSTOMER #: 104914

257287

INVOICE



HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

PLEASANT PRAIRIE, WI

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1409 BOB ILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	09	CHEVROLET MALIBU	1G1ZG57B094	[REDACTED]	83547/83547	T030
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN09 DD			16:30 05SEP12		CASH	05SEP12
R.O. OPENED	DATE OFFERED BACK	OPTIONS: DLR:147603 ENG:2.4 Liter MFI DOHC				
06:57 05SEP12	10:53 05SEP12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 625.16				05SEP12 09:09 SA: 1409			

CUSTOMER PAY SHOP MATERIAL/ENVIRONMENTAL CHARGES FOR REPAIR ORDER 4.20

TAKE IT EASY!

We service most makes and models

So don't drive all over town getting your other vehicles serviced.

DATE 720000117640 TIME
09/05/12 0901 001 12:54:56

5367114
HEISER CHEVROLET
10200 W ARTHUR AVE
WEST ALLIS WI 53227

CREDIT SALE

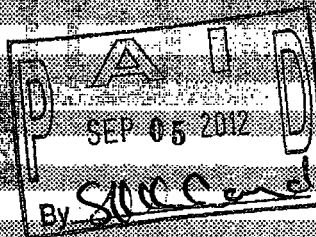
BATCH # 766
TRANS # 014
AUTH # 04556A

EXP DATE

SALE AMOUNT \$437.76

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO CARD ISSUER
AGREEMENT

CUSTOMER COPY



SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 PM

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER SIGNATURE

CUSTOMER INVOICE

DESCRIPTION	TOTALS
LABOR AMOUNT	232.44
PARTS AMOUNT	177.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIRONMENTAL	4.20
TOTAL CHARGES	414.55
	0.00
SALES TAX	23.21
PLEASE PAY THIS AMOUNT:	437.76

Thank You!

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER #: 104914

257287



HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

INVOICE

PAGE 1

PLEASANT PRAIRIE, WI

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 1409 BOB ILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	09	CHEVROLET MALIBU	1G1ZG57B094		83547/83547	T030
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN09 DE			16:30 05SEP12		CASH	05SEP12
R.O. OPENED	DATE OFFERED BACK	OPTIONS: DLR:147603 ENG:2.4 Liter_MFI_DOHC				

06:57 05SEP12 10:53 05SEP12

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CHECK CONDITION OF BRAKES AND ADVISE

500 EXHAUST

429 CP 0.00 0.00 0.00 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CHECK FOR BLACK PLASTIC MATERIAL BEHIND HUB CAP

CDW CUSTOMER DECLINED WORK (TYPE IN WORK NEEDED)

429 CP 0.00 0.00 0.00 0.00 0.00 0.00

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

C SERVICE ESC LIGHT COMES ON WHILE DRIVING

TECH2 TECH TWO TEST CODE C0131

429 CP 79.95 79.95

S14 APPLY DIELECTRIC LUNE TO BCM CONNECTORS

429 CP 52.50 52.50

PARTS: 0.00 LABOR: 132.45 OTHER: 0.00 TOTAL LINE C: 132.45

D COMPLIMENTARY MULTI POINT INSPECTION

MFI COMPLIMENTARY MULTI POINT INSPECTION

429 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** REPLACE FRONT PADS (CERAMIC) and rotors 1.5

11FP REPLACE FRONT PADS AND ROTORS

429 CP 99.99 99.99

2 19241831 ROTOR 63.98 63.98 127.96

1 19157892 PAD KIT 85.90 49.95 49.95

PARTS: 177.91 LABOR: 99.99 OTHER: 0.00 TOTAL LINE E: 277.90

F** diag esc lite and relearn brake pedal sensor 1.5

NC NO CHARGE

429 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY

THIS AMOUNT.

CUSTOMER SIGNATURE

CUSTOMER INVOICE

Thank You!

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* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

51888



BUICK GMC Cadillac KENOSHA, WI

INVOICE

7110 74th Place, Kenosha, WI 53142

Phone: (262) 694-1500

www.palmen.com

PLEASENT PRARIE, WI [REDACTED]

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 93 TIM HOFFMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	09	CHEVROLET MALIBU	1G1ZG57B094		97498/97498	T015	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN09 DD			17:00 09MAR13			CASH	09MAR13
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER MFI DOHC TRN:A					

08:05 09MAR13 09:45 09MAR13

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

A CUSTOMER STATES THE SERVICE ESC MESSAGE HAS BEEN COMING ON AND GOING OFF THE DASH SINCE TUESDAY-BOTH HEADLAMPS WERE REPLACED LAST WEEK-RELATED?

200 COMPUTER SCAN TEST-CODE C0277 SET-DIAGNOSED AND REPLACED THE BRAKE PEDAL POSITION SENSOR-GOOD NOW

485 CP

168.75 168.75

1 22666955 SENSOR KIT

29.90 29.90 29.90

PARTS: 29.90 LABOR: 168.75 OTHER: 0.00 TOTAL LINE A: 198.65

97498 CODE C0277 FOR BRAKE PEDAL POSITION SENSOR---I REPLACED THE SENSOR AND CLEARED THE CODE

B ROTATE WHEELS AND TIRES , RESET TIRE PRESSURES AND TIRE MONITORING SYSTEM

ROT4 ROTATE WHEELS AND TIRES RESET TIRE PRESSURES AND TIRE MONITORING SYSTEM.

485 CPM

24.95 24.95

PARTS: 0.00 LABOR: 24.95 OTHER: 0.00 TOTAL LINE B: 24.95

97498 ROTATE TIRES AND WHEELS

C COMPLIMENTARY VEHICLE WASH , PLEASE NOTE PALMEN IS NOT RESPONSIBLE FOR ANY DAMAGE TO CAR .

WASH COMPLIMENTARY VEHICLE WASH , PLEASE NOTE PALMEN IS NOT RESPONSIBLE FOR ANY DAMAGE TO CAR

485 CP

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CUSTOMER PAY SHOP SUPPLIES/EPA FOR REPAIR ORDER

5.00

PALMEN BUICK GMC CADILLAC
7110 74TH PLACE
KENOSHA, WI 53142

Ref #: 8867

Merch ID: 8888

Sale

Entry Method: Saibed

\$ 241.17

11:43:14

App Code: 888122

Batch#: 000334

Total:

03/09/13

Inv #: 000007

Appvd: OnLine

Customer Copy

THANK YOU!

WARRANTY DISCLAIMER

Warranty constitutes all warranties with respect to this item/items. The buyer expressly disclaims all implied warranties of merchantability or a particular purpose. Buyer assumes nor any other person to it any liability in with the sale of this

SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	193.70
PARTS AMOUNT	29.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
E.P.A./DEDUCTIBLE	5.00
TOTAL CHARGES	228.60
<LESS>	0.00
SALES TAX	12.57
PLEASE PAY THIS AMOUNT	241.17

CUSTOMER COPY



730-800 MILE
THURS.
10-3

P.O. BOX 20878 • 3615 S 108th Street • Greenfield, WI 53228 • (414) 545-7000 • Fax (414) 290-7162

CUSTOMER NO. 585530	ADVISOR STEVEN BUCZAK	TAG NO. 273 2120	INVOICE DATE 07/22/13	INVOICE NO. PNC619075
	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 106,410	COLOR /
	YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 08/11/09	DELIVERY MILES	
	VEHICLE I.D. NO. 1G1ZG57B094	SELLING DEALER NO.	PRODUCTION DATE 11/07/08	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/22/13	

RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS
--------------------------------------	-------------------------------------	----------

MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HW ENVIRONMENTAL COMPLIANCE		10.55
JOB # 2	1895 \$18.95 OIL CHANGE	619075	13.20
ESTIMATE		TOTAL MISC	2.65
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING:			
ORIGINAL ESTIMATE OF \$130.00 (+TAX)			
APPROVED REVISED ESTIMATE (#1) OF \$242.00 (+TAX) ON 07/22/13 AT 03:44pm			
COMMENTS			
TOTALS			
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME		TOTAL LABOR	210.93
WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS		TOTAL PARTS	7.30
IF YOU HAVE ANY QUESTIONS REGARDING CERTIFIED SERVICE		TOTAL SUBLET	0.00
PLEASE SEE YOUR		TOTAL G.O.G.	13.20
		TOTAL MISC CHG	10.55
		TOTAL MISC DISC	13.20
		TOTAL TAX	12.81

Certified Service

**WARRANTY PARTS
AND LABOR 1 YEAR OR
12,000 MILES**

Thank You
**We Appreciate
Your
Business**

***Ask about after hours
pick-up & drop off!**

(414) 545-7000

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S AUTOMOTIVE, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

GREENFIELD PONTIAC-BUICK-GMC
3615 S. 108TH STREET
GREENFIELD, WI 53228
(414) 545-7000

Sale

Merchant ID: 542929801072489

Term ID: LK176898

07/22/13 17:11:36
Batch#: 000077 Inv #: 000022
Ticket: 619075

Entry Method: S

Seq.#: 0022 Appr Code: 02245Z
Total: \$ 241.59

APPROVED

Customer Copy

THANK YOU!

PAID

JUL 22 2013

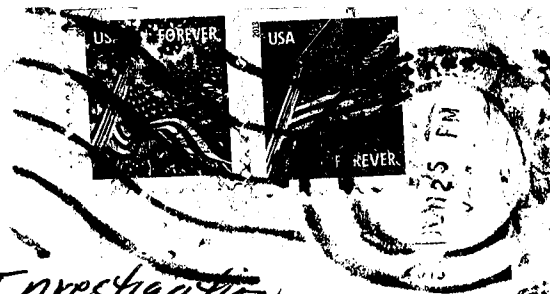
CASH CHECK

CC

[Signature]



Pleasant Prairie WI



US DOT
Office of Defects Investigation
NVS 210 1200 New Jersey Ave SE
West Building
WASHINGTON DC 20590

