

CL-10597188-4181

[REDACTED]
[REDACTED]
Chestnut Ridge, N.Y. [REDACTED]
[REDACTED]

[REDACTED]
5/21/14
Chevrolet Motor Division
Chevrolet Customer Service Center
PO Box 33170
Detroit MI 48232-5170

JUN -4 2014

Case # 71-130-290-1450

Re: Safety, Price Gouging,

Lock/Solenoid(#15145724) Description(Latch #12.242) in Hatch of Malibu Maxx LT
2004 2/11/04 delivered. Veh ID 1G1ZU64854F [REDACTED]

Poor attitude of Customer Service Agent who is supposed to resolve issues.

My wife likes the car but the Solenoid/Lock is poorly designed. It is a design defect. She
is not using the hatch often. Maybe 1 time a month. Think Ignition switch recall among
others.

7/13/09 the car had 28,499 mi. when the lock failed.
It was overpriced then at \$159.52. Labor was \$230. Total \$389.99

5/12/14 car has 43,400 mi. Solenoid/Lock fails again. Price is astronomical. Part is more
than twice as much at \$353.63 & labor is \$240 Total before tax \$593.63.

Malibu is garaged & looks brand new. Has had all maintenance done on time etc.

Enclosed copies of bills from Grand Prize

Your customer service agent said" the car is 10 years old Chev will not do anything for
you". Would not deal with the fact that this part is not 10 yrs old & is the second time the
part has failed. Her attitude was unacceptable.

Signature [REDACTED]

CC;NHTSA US Dept of Transportation Wash DC 20590

ET
6914
SMP

GRAND PRIZE CADILLAC • BUICK • PONTIAC • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net



N.Y.S. M.V. R/S REG. NO. 7104135

CUSTOMER NO. 18019	ADVISOR ROBERT PAOLUCCI	TAG NO. 85 197	INVOICE DATE 07/13/09	INVOICE NO. PNCS150314
	LABOR RATE	MILEAGE 28,499	COLOR GREEN/	STOCK NO.
CHESTNUT RIDGE, NY	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4 DOOR HATCHBACK	DELIVERY DATE 02/11/04	DELIVERY MILES 99	
	VEHICLE I.D. NO. I G I Z U 6 4 8 5 4 F	SELLING DEALER NO. USR	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/13/09	
BUSINESS PHONE	COMMENTS		MILEAGE OUT NO: 28499	

JOB# 1 CHARGES

LABOR
1 01PNZ *ELEC. & BODY GRP* TECH(S):55 230.47
CUSTOMER STATES: HATCH RELEASE WONT OPEN W/REMOTE.....
"GEICO" AUTHORIZATION #153581188-17266
DEDUCTABLE \$250.00
CLAIM TOTAL \$172.66
SHORTED LOCK/SOLENOID IN HATCH....
REPLACE LOCK/SOLENOID & REPAIR WIRING.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15145724	LATCH 12.242	159.52	159.52
				TOTAL - PARTS	159.52

JOB# 1 TOTALS

LABOR	230.47
PARTS	159.52
JOB# 1 JOURNAL PREFIX PNCS	
JOB# 1 TOTAL	389.99

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$422.66 (+TAX)

COMMENTS
WAIT

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 07/13/2009 / 28499 MI 86PNZ003 27,000(3K) MILE SERV *

THANK YOU. WE APPRECIATE YOUR BUSINESS!

CASH [] CHECK [] CREDIT CARD []

TOTAL LABOR....	230.47
TOTAL PARTS....	159.52
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	32.67

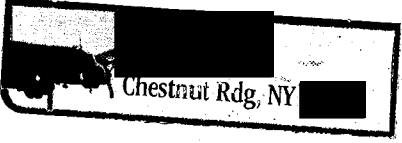
TOTAL INVOICE \$ 422.66

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

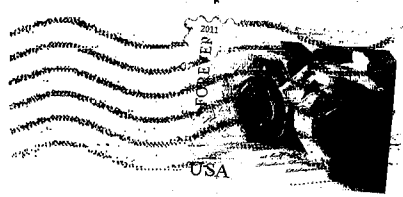
845-623-6060

CUSTOMER SIGNATURE



WESTCHESTER NY 105

21 MAY 2014 PM 6 T



NHTSA ^{US} DEPT OF TRANSPORTATION
WASH. DC ~~20590~~

