

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

EQ-10621091-6943

Subject: FW: 2007 Saturn Aura Shifting Cable
Date: Thursday, September 18, 2014 7:05:51 AM
Attachments: [SaturnAura Repair Rct.pdf](#)

Subject: FW: 2007 Saturn Aura Shifting Cable

Please add this email and attachment to ODI 10621091.

Scott Yon
202-366-0139
f-202-366-1767

From: [REDACTED]
Sent: Wednesday, September 17, 2014 11:50 AM
To: Yon, Scott (NHTSA)
Cc: Hershman, Larry (NHTSA)
Subject: 2007 Saturn Aura Shifting Cable

Hi Scott,

Just wanted to provide some an update. I have attached my receipt from repairing the shifting cable on my 2007 Saturn Aura. As you know this is my 2nd time replacing the shifting cable. After the GM dealer service department replace the cable they notified me that the transmission doesn't work any more. This is very strange to me that now my transmission now needs to be replaced. What this means is I paid \$401.85 and my car still experiencing the same issue and to replace the transmission will cost \$3750.

Which brings me back to my original concern that I sent a few weeks ago. The first time I had this fixed the recall for the shifting cable didn't exist. My theory is because of this, the GM mechanic didn't service and repaired my vehicle according to recall specification. This is the reason I believed that this had to be replaced again and possibly damaged my transmission.

I drive this car local and take good care of this car and keep services current. I'm not convinced that this is not related.

Thanks,

[REDACTED]



4200 Jonesboro Road
UNION CITY, GEORGIA 30291
(770) 969-1001 - Main
(678) 466-3000 - Service Direct

CUSTOMER NO. 40751	ADVISOR JASON	TAG NO. 413	INVOICE DATE 09/15/14	INVOICE NO. CVCS185128
RESIDENCE PHONE	BUSINESS PHONE	LABOR RATE	LICENSE NO.	MILEAGE 164,716
UNION CITY, GA		YEAR / MAKE / MODEL 07/SATURN/AURA/4DR SDN I4 XE		COLOR
		VEHICLE I.D. NO. 1 G 8 Z S 5 7 N 5 7 F		DELIVERY DATE
		F.T.E. NO.		DELIVERY MILES
		P.O. NO.		SELLING DEALER NO.
		R.O. DATE 09/12/14		PRODUCTION DATE
		COMMENTS		MILEAGE OUT
JOB# 1 CHARGES				MO: 164716

LABOR
JOB# 1 51CHZ17 BODY ELECT RECALL TECH(S):956 WARRANTY
CUSTOMER REQUESTS COMPLETE 13036 COMPLETE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		15188763	RETAINER 4.634 Y	
	1		11509086	STRAP 8.965 Y	
	1		13596990	CLIP 2.559 Y	
	1		13596991	RETAINER 2.559 Y	
	1		12378462	PROMOTER 8.800 N	
	1		1089482	TAPE	
					TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS
JOB# 2 CHARGES
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR
JOB# 2 52CHZZ TRIM ELECT CONCERN TECH(S):956 339.90
CUSTOMER STATES THE SHIFTER WILL NOT WORK IN ANY GEAR BESIDES REVERSE
SHIFTER CABLE WAS BROKE
REPLACED SHIFTER CABLE. AFTER CABLE WAS INSTALLED ALSO NOTICED TRANS WILL NOT PULL. VEH NEEDS TRANS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		23237999	CABLE KIT 4.047 Y	50.91
					TOTAL - PARTS

LABOR 339.90
PARTS 50.91

JOB# 2 TOTALS
JOB# 3 CHARGES
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 390.81

LABOR
JOB# 3 51CHZ BODY ELECTRICAL TECH(S):956 0.00
CUSTOMER STATES VEHICLE HAS TO BE JUMPED OFF CHARGED BATTERY

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

MISC
JOB # A CODE DESCRIPTION CONTROL NO
A1 ENVIROMENTAL COMPLIANCE
TOTAL - MISC 6.99

COMMENTS
TOW IN

DISCLAIMER OF WARRANTIES
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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PAID
SEP 16 2014
c/cw

REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 1 YEAR OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

CUSTOMER SIGNATURE





4200 Jonesboro Road
UNION CITY, GEORGIA 30291
(770) 969-1001 - Main
(678) 466-3000 - Service Direct

CUSTOMER NO.	40751	ADVISOR	JASON	413	TAG NO.	2207	INVOICE DATE	09/15/14	INVOICE NO.	CVCS185128
[REDACTED] UNION CITY, GA [REDACTED]		LABOR RATE	LICENSE NO.		MILEAGE		COLOR	STOCK NO.		
				164,716		/				
		YEAR / MAKE / MODEL							DELIVERY DATE	DELIVERY MILES
		07/SATURN/AURA/4DR SDN I4 XE								
		VEHICLE I.D. NO.					SELLING DEALER NO.	PRODUCTION DATE		
		1 G 8 Z S 5 7 N 5 7 F [REDACTED]								
RESIDENCE PHONE		BUSINESS PHONE		F.T.E. NO.		P.O. NO.		R.O. DATE	MILEAGE OUT	
								09/12/14		
COMMENTS		MO: 164716								

TOTALS-----

*****	TOTAL LABOR....	339.90
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	50.91
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	6.99
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	4.05
	TOTAL INVOICE \$	401.85

THANK YOU FOR YOUR BUSINESS!!
HAVE A PERFECT DAY

CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE



IVORY CHEVROLET
4200 JONESBORO ROAD
UNION CITY GA 30291
770-969-1001

Merchant ID: 248700957
Term ID: 1158

Sale

VISA

XXXXXXXXXX

Entry Method: Swiped

Apprvd: Online Batch#: 000003

09/16/14 06:55:04

Inv#: 00000002 Appr Code: 502226

Total: \$ 401.85

Customer Copy

THANK YOU