

Please
I need my car

Speake to
~~Timothy~~ Timothy
Location

JAN 29 2015

Lofton Chevrolet
1145 US Hwy 45
Henderson TN 38340
731-989-4632

Pulled in

12-12-14

• ID Recall # 141224
• VIN 1G1ZU548X4A [REDACTED]
• GM Safety Recall 14152
I have not heard anything

NAM
13015
SMD



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

January 2015



14152 1G1ZU548X4F

Henderson, TN



Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2004 model year Chevrolet Malibu Maxx vehicles equipped with a 4-speed automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2004 model year Chevrolet Malibu Maxx, VIN 1G1ZU548X4F
- Your vehicle is involved in GM safety recall 14152.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle has a condition in which the transmission shift cable may fracture at any time. When the fracture occurs, the driver may not be able to select a different gear, remove the key from the ignition or place the transmission in park. When the fracture occurs, the driver may not be able to select a different gear and the vehicle may move in an unintended direction, increasing the risk of a crash. If the driver cannot place the vehicle in park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

What will we do?

and Fire
Your Chevrolet dealer will install a shift cable assembly and mounting bracket. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 15 minutes.



What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2015, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V224.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeff Boyer
Vice President – Global Vehicle Safety

Enclosure
GM Recall #14152-3

General Motors Product Field Action
Customer Reimbursement Request Form

14152

This section to be completed by customer (please print)

Customer Name: [REDACTED]

Street Address or P. O. Box Number: [REDACTED]

City: Henderson State: TN Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): SAME

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: VIN 1G1ZU548X4F [REDACTED]
(17 Characters)

Mileage at Time of Repair: 35 THOUSAND Date of Repair: [REDACTED] - [REDACTED] - [REDACTED] Completed *have not been*

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

Henderson TN

MEMPHIS TN 380

22 JAN 2015 PM 11



U.S. Department of Transportation
National Highway-Traffic Safety
Administration- Office of Defect
1200 New Jersey Avenue S.E. East
Washington, D.C. 20590-0001
NVS-200 W43-226

20590

