

August 25, 2014

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

Ms. Nancy Lewis
Associate Administrator for Enforcement
US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Recall Management Division (NVS-215)
1200 New Jersey Avenue,
SE - Room W45-306
Washington, DC 20590

SEP - 3 2014

Ref: NHTSA Campaign Number: 13V567000,
"GM's Recall Campaign Number 13380".

Dear Ms. Lewis or person which this matter can concern:

On January 9, 2014, my mother bought a Chevrolet Malibu de 2014, at Alberic Colon Auto Sales, Inc., which address is P.O. Box 70320, San Juan, Puerto Rico, 00936-8320. **The car VIN NUMBER is 1G11B5SL8EF** I, [REDACTED] am the Authorize Driver and the person writing this letter to you and/or NHTSA representative.

The same day the car was bought, on my way home I notice problems with the windshield visibility because the A/C system went out of control throwing the air directly to the windshield. At that moment I thought that it was my fault, because I didn't know how to use the A/C dash buttons very well.

The next day the car were fine, but on January 14, 2014, I was driving to my cardiologist appointment and I lost the visibility on my windshield again, I turn the windshield blades, open the driver windows, etc., ultimately I had to stop the car, it was very scary, but as before, I though was because I pushed a wrong buttons.

Few months after, by March 20, 2014, it happens again, so on the next days I went to Alberic Colon Auto Sales, Service Department and explained what happened to the service supervisor Mr. Carrasco. He told me that my car had a recall made by December 11, 2013, recall number 13380, for the A/C, but they already fixed it before they sold me the car. I was in shock because nobody told me about this recall before I bought this new car on January 9, 2014, something that definitely important to know, because for sure if I knew about this problem, I never had bought that car. I asked Mr. Carrasco to fix it, because it was scary and dangerous driving the car in that condition, but he said it cannot be fix because they already did it, that I have to take the car to them when the problem duplicate.

The problem duplicated again on April 12, 2014, that day I took the car to de dealer as they told me to do, but service department was close because it was Saturday. Notwithstanding, the sales department was open and I showed the car A/C problem to Omar Lopez, salesman supervisor, he verified the car and saw the A/C problem regarding the Recall 13380. He tried to fix it, pushing every possible button, but the system was out of control. He told about the problem to the sales

manager Mr. Marrero. Marrero told me to take the car to service the next week, saying April 21, 2014, because the shop was full before that day.

So the April 21, 2014, I took the car to service, they kept the car in the shop 3 days, and did not do anything to it because they said the problem have be to duplicate in order that they can fix it, they said the problem never happen after a reprograming was made. (See attached Service Job Copy and photos). I told them I was afraid of using the car and have an accident, but they keep saying they can't do anything until the problem duplicate in the shop.

I complained to GM, they said the same thing as the service department did, that nothing can be done until the problem duplicates. I asked Jessica from GM that sent me a copy of all calls I made complaining about that issue and others issues, and she said they couldn't do that, that the only thing she can do is giving me, as a reference, the case number with GM - SR 71-1294546664.

The A/C went out of control again on May 17, 2014, but the service department was close at that time. Still have the A/C problem without a possibility to fix it because it does not duplicate when the service department is open.

I only want you to know that this car is the only transportation method that we have at home; I live with my mother, a [REDACTED] year old lady, which I need to take to doctors' appointments frequently. Without a car our lives are going to be very complicate.

I'm very, very scare of driving my car in that condition, you never know when I'm going to lose visibility and have a crash, that can get us kill or somebody else kill or injure. GM is pushing me to drive that car under those circustances because they do not want to fix the problem or give a new car. I also have to limit my driving area close to my home, afraid that if I drive to far away and the problem begins, is going to be worst for me to drive back home or to the Alberic service department. In other words, this situation transformed the use of my car into an unsafe shopping car use.

I really do not know what to do, so **I'm requesting from NHTSA, your HELP and advice.**

What are my rights? What I have to do in this case? Does the dealer have to give a new car that does not have the recall 13380? Does the dealer can cancel the contract, so I can give the car back and buy a different one? What options do I have?

Please help us!

[REDACTED]
Urb. Las Vegas
Cataño, PR [REDACTED]
Tel. [REDACTED]

[REDACTED]
Cataño, PR [REDACTED]
Tel. [REDACTED]

CUSTOMER #: RGMB1F

187926



INVOICE

DUPLICATE 1
PAGE 1Call Box 70320, San Juan, P.R. 00936-7920
Telefono: (787) 793-2222
Fax: (787) 273-8295

DORADO PR

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9023 SONIA RAMIREZ

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
GRIS		14	CHEVROLET MALIBU		1G11B5SL8EF		2217/2250		T4993
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
09JAN14 DD		03OCT2016	18:00 21APR14			98.00	CASH	24APR14	
R.O. OPENED		READY		OPTIONS: STK:RGMB1F DLR:67036 ENG:2.5 LITER SIDI					

09:50 21APR14 12:54 24APR14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/I VIBRACION EN LA CARROCERIA COMPLETA

M0800 MICELANEOS LABOR

4003 JESUS HERNANDEZ LIC#: 16112

C

0.00 0.00

2250 CHECK CODE, NO CODE, CHECK DATA Y CALIBRACIONES EN TODOS LOS
MODULE OK. FOTO COPIA ADJUNTO CHECK PUNTOS DEL MOTOR OK. ROAD TEST
VARIOS, NO DUPLICO CONDICION. SE LLAMO A TAC. #CASE 71-1298275576. PARA
CONSULTAR. ES NECESARIO DUPLICAR CONDICION Y NOS DE CODE PARA PODER
SOLUCIONAR. NO SE TIENE CONDICION PRESENTE CONTINUA PARA PODER
SOLUCIONAR, PARA PODER ASISTIRNOS.

B C/I A/C SE DESCONTROLA Y LO VOTA POR EL DESFROSE

M0800 MICELANEOS LABOR

4003 JESUS HERNANDEZ LIC#: 16112

C

0.00 0.00

2217 CHECK CODE NO. PRESIONES NORMALES OK TAC. INFORMA QUE NO HAY
CASOS DE CONDICION DESPUES DE PROGRAMAR A/C MODULE ESPERAR QUE DUPLIQUE
CONDICION Y DE CODE PARA PODER REALIZAR UNA SOLUCION. EN ROAD TEST NO
DUPLICO CONDICION.

C INSPECCION DE 20P

M0800 MICELANEOS LABOR

4003 JESUS HERNANDEZ LIC#: 16112

C

0.00 0.00

2217 TEST OK

***** AVISO IMPORTANTE *****

TODA REPARACION EN GARANTIA SERA SUJETA A VER
IFICACION POR EL MANUFACTURERO. CUALQUIER MON
TO QUE EL MANUFACTURERO DENIEGUE CUBIERTA,
SERA EL CLIENTE RESPONSABLE DEL PAGO DE LA
MISMA

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

GM CUSTOMER COPY





CERTIFIED MAIL™

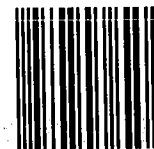
URB. LAS VEGAS
CATANO, PR



7013 0600 0000 5394 6031



1000



20590

U.S. POSTAGE
PAID
CATANO, PR
00962
AUG 26, '14
AMOUNT

\$6.70
00045803-12

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Associate Administrator for Enforcement
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ADMINISTRATION

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W48-226