



C-10638928-5491

ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

September 3, 2014

[Redacted]
St. Louis, MO [Redacted]

SEP - 9 2014

RE: Complaint No. CF-2014-13271

General Motors/Chevrolet

Dear [Redacted]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Consumer Advocate
Consumer Protection Division



NH
092814
TAW

Consumer Complaint Form

Missouri Attorney General
Chris Koster

Phone: 800-392-8222

Web: ago.mo.gov

CONSUMER

MR.
 MRS.
 MS.

YOUR NAME

LAST

FIRST

MI

ADDRESS

STREET

CITY

STATE

ZIP

COUNTY

HOME PHONE

WORK PHONE ()

E-MAIL

COMPANY

MY COMPLAINT IS AGAINST

ADDRESS

STREET

CITY

STATE

ZIP

COUNTY

PHONE

WEB SITE

E-MAIL

PERSON YOU DEALT WITH

NAME

TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED

DATE OF TRANSACTION/PURCHASE

(For example: 05 01 00)

MONTH

DAY

YEAR

AMOUNT PAID \$

HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?

PAYMENT METHOD

CASH

CREDIT CARD

DEBIT CARD

LOAN

LAY-AWAY

CHECK

OTHER

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS?

YES

NO

BRIEFLY EXPLAIN YOUR COMPLAINT

I received 2 safety recall notices from GM/Chevrolet explaining what part is faulty and what could happen if/when parts fail. I've already experienced some of the issues outlined in the notice when I called GM I was told there was nothing they could do they did not have the parts and didn't know when they would. Just take it to a shop and have them look at it at my expense.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

I've called GM/Chevrolet and Don Brown Chevrolet to see if parts are available.

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

- REFUND
- REPAIR
- DELIVER PRODUCT
- PERFORM SERVICE
- REPLACE/TRADE
- OTHER _____

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

NO YES

NAME OF ANY AGENCY CONTACTED _____

AGENCY ADDRESS _____

RECEIVED

AUG 18 2014

MO. ATTORNEY GENERAL

BY FILING THIS COMPLAINT, I UNDERSTAND THAT:

The Attorney General is not my private attorney, but enforces state consumer protection laws; I will testify in court to the facts stated in this complaint, and A copy of this complaint will be provided to the merchant against whom I am filing this complaint.

I ATTEST TO THE ACCURACY OF STATEMENTS MADE IN THIS COMPLAINT.

[Redacted Signature]

8-5-14
DATE

Please note that in accordance with Missouri law

Consumer complaints are "public records," subject to disclosure upon request. Your complaint, including your name, address and related documents, may be obtained pursuant to a public records law request.



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

IMPORTANT SAFETY RECALL



14152 1G1ZS58F48F [REDACTED] 13 0008627

SAINT LOUIS, MO [REDACTED]



July 2014

Dear [REDACTED]

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 2008 model year Chevrolet Malibu 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 2008 model year Chevrolet Malibu, VIN 1G1ZS58F48F [REDACTED]
- Your vehicle is involved in GM safety recall 14152.

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?

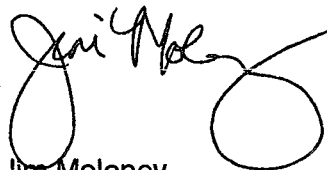
PARTS ARE NOT CURRENTLY AVAILABLE. When parts become available your Chevrolet dealer will install a shift cable assembly and mounting bracket. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

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).

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



Jim Moloney
General Director - Customer & Relationship Services

GM Recall #14152





IMPORTANT SAFETY RECALL

July 2014

██████████
Saint Louis, MO ██████████

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 all 2004-2012 model year (MY) Chevrolet Malibu, 2004-2007 MY Chevrolet Malibu Maxx, 2005-2010 MY Pontiac G6 and 2007-2010 MY Saturn Aura vehicles. As a result, GM is conducting a 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 2008 model year Chevrolet Malibu, VIN 1G1ZS58F48F ██████████
- Your vehicle is involved in GM recall 13036.
- **Parts are not currently available to repair your vehicle.**
- When parts become available, GM will notify you to schedule an appointment with your Chevrolet dealer.

Why is your vehicle being recalled?

On these vehicles, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction Control, Electronic Stability Control (ECS), and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales lights may illuminate with this condition. These conditions may increase the risk of a crash.



What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will attach the wiring harness to the BCM or mag beam, apply dielectric lubricant to both the BCM and harness connector and on the BAS and harness connector, and relearn the brake pedal home position. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

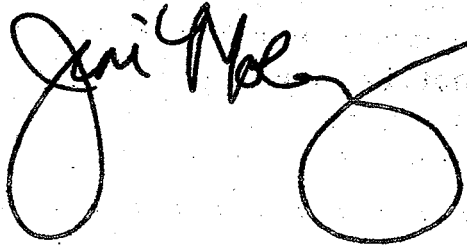
What should you do?

When GM notifies you that parts are available, you should contact your Chevrolet dealer to arrange a service appointment.

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).

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

A handwritten signature in black ink, appearing to read "Jim Moloney". The signature is stylized with large loops and a long horizontal stroke at the end.

Jim Moloney
General Director – Customer & Relationship Services

3M Recall Number: 13036

CHRIS KOSTER
ATTORNEY GENERAL OF MISSOURI
SUPREME COURT BUILDING
PO Box 899
JEFFERSON CITY, MISSOURI 65102



NATL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AV
SE, WEST BLD
WASHINGTON, DC 20590

Defects
M

