

C1-10640987-6104

September 04, 2014

[REDACTED]
Lake City, South Carolina [REDACTED]

Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

SEP 15 2014

Dear Administrator,

Since the beginning of July, I have received (3) three recall notices of some faults in my 2006 model year Chevrolet Malibu, Traffic Safety Campaign ID Number for this recall ~~14V252~~, (copy of final notice received is enclosed). The first two notices were received in July, and I did contact my nearest Chevrolet dealer concerning the recall. At that time, I was told that the part was not yet available. After receiving the second recall notice, I was told to bring the vehicle in for partial repair, (copy of invoice for this repair is enclosed). Upon the receipt of the 3rd notice, I contacted the dealer who told me they were still waiting for the final part to arrive, which had something to do with the transmission. Immediately, I asked if this fault could become a safety issue when driving the car. The response I received was, "No". At that time, my only option was to wait for the final part to arrive.

Just a few days after the first repair, I experienced (2) two episodes, which I deemed unsafe. While sitting at a Fast Food location, in my hometown, waiting to place my order, my foot was on the brake, and the car was in "drive". Suddenly, I felt a slight shift, as if the vehicle was trying to move forward, and it did! Without any warning, (in each scenario), the car just bumped into the cars in front of me. Fortunately, each bump was light, and there were no injuries, damage, or harm to anyone. However, I would not want to experience any other incidents that may not end in safety. At this time, there is only (1) one vehicle, (which is my Malibu) accessible for travel. I have to drive, and, at present, I don't feel safe in the car. I understand issues of parts being unavailable, etc., but there cannot be a price placed on my safety, or the safety of others while driving this vehicle.

Since this is evidently an unsafe position for me as driver, and probable for other drivers (passengers), if I cannot get satisfaction soon, I feel that my next step would have to be seeking legal action on my behalf.

I am hoping that my anticipation of a prompt reply and your consideration of this issue will be granted by GM and Associates.

Respectfully,

Encl: 2

NH
093014
TW



IMPORTANT SAFETY RECALL

August 2014

[REDACTED]
Lake City, SC [REDACTED]

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 your 2006 model year Chevrolet Malibu. 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.

Previously, you were notified that your 2006 model year Chevrolet Malibu was involved in GM recall 13036. This letter is to inform you that parts are now available to repair your vehicle.

IMPORTANT

- This notice applies to your 2006 model year Chevrolet Malibu, VIN 1G1ZT53826F [REDACTED]
- Your vehicle is involved in GM safety recall 13036.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

On your vehicle, 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, and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales may illuminate with this condition. These conditions may increase the risk of a crash.

What will we do?

Your Chevrolet dealer will attach your vehicle's wiring harness to the BCM with a spacer, 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**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 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?

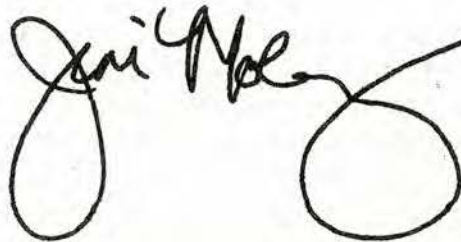
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. 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 reimbursement form and required documents must be presented to your dealer or received by the Reimbursement Department by August 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 14V252.

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", with a large circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

Enclosure
GM Recall Number: 13036

FIVE STAR FLORENCE, LLC

2199 DAVID McLEOD BLVD.
FLORENCE, SC 29501-4031
(843) 669-7333

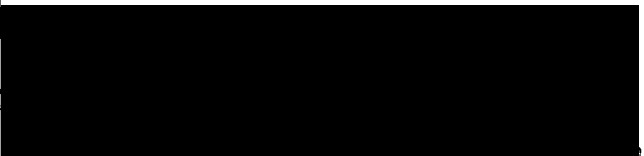
Adv: 234 DANIEL L SMITH		Tag: 2542	License: MA	1G1ZT5382 6F	Page: 1	Invoice:
Invoice to				Driver/Owner Information		
LAKE CITY, SC Cell: Home				LAKE CITY, SC		
For Office Use				Vehicle Information		
Odometer in: 101291 Out: 101291		Dist: CHE WAR W. Prelim		06 CHEVROLET MALIBU LT 4DR SDN		
Begin: 08/29/14		Done: 08/29/14		Invoiced: 08/29/14 11:36 DS		Inservice: 05/27/06
Customer Waiting						
Concern 40	13036 BRAKE LAMP MALFUNCTION, SPO 14238010			Operation	Tech.	Amount
Cause	BCM AND BPPS HARNESS AND CONNECTOR REPAIR			9100810	161	
Correction	BCM AND BPPS HARNESS AND CONNECTOR REPAIR COMPLETED					
Parts	Part Number	PO#	Note Description	Qty	Sell	
	000 011509086		NSTK STRAP	1		
	000 015188763		NSTK RETAINER	1		
	SPO 013596990		CLIP	1		
	CONCERN : 0		COND CODE : 0			
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 51	PERFORM MULTI POINT INSP			Operation	Tech	Amount
Cause	MULTI POINT INSPECTION			INSP	161	
Correction	MULTI POINT INSPECTION COMPLETED					
	CONCERN : 0		COND CODE : 0			
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice				Payment Distribution for Invoice		
				FACTORY WARRANTY ***Customer Waiting***		
If you have any questions - please see DANIEL L SMITH						

Last Page

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X



Lake City, South Carolina



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Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

20590

