

CL-10651206-4202

OCT -1 2014

NVS-200

To whom it may concern:

My name is [REDACTED], my 2012 Malibu, they came and got it twice for repairs. I always buy GM motors products. This year, 2014, the air bag went off while I was driving and caused me to crash and get hurt. I have CP disorder. In 1985 I bought two S10 trucks. They were not any good. Why don't you make Chevrolet right? And I want you to tell me the truth, I have a brand new Chevy truck and I want to know is it safe or in recall? I am a handicapped person, I'm not retarded. If I have any trouble with my ~~truck~~ truck, there will be a big lawsuit. I am like a Philadelphia lawyer. I know a lot about law, and I want you to do me right, and no bull.

[REDACTED]

NM

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SMD



# IMPORTANT SAFETY RECALL

August 2014

[REDACTED]  
Vilonia, AR [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 2012 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 2012 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 2012 model year Chevrolet Malibu, VIN 1G1ZB5E03CF [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?**

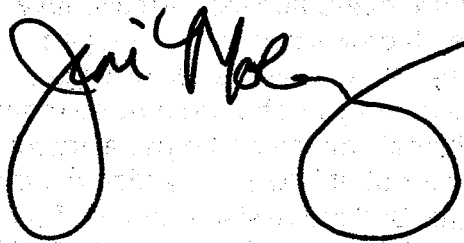
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. 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

Vilonia, AR

LITTLE ROCK AR 722

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Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

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