NVS-200

CL-10651242-9350

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

To:

Administrator

National Highway Traffic Safety Administration

New Jersey Avenue S.E.

Washington DC 20590

OCT - 1 2014

September 23 ,2014

[redacted]

Roscoe IL [redacted]

[redacted]

Recall GM 14350

Vehicle 2G1WH52K549[redacted]

MY 2004 impala was designated for a recall in September 2014 for the ignition switch problem.

My dealer (Weiser Chevrolet, Beloit WI) was no help in my complaint that I had the ignition problem corrected by them in March 2007 for a cost of $482.87 (See work order [redacted])

where they replaced the ignition lock cylinder.

In referring to the recall they (Bud Weiser Chevrolet) said if I got a recall there would be a form for me to complete if I had the problem attended to on my own. There was no such form with the recall notice.

Since I spent $482.87 to have a situation corrected that now would be no expense I suggest that Chevrolet reimburse me for part of that repair cost. Half of the cost, $241.44 would be reasonable.

[redacted]

Sept 23, 2014

NAM
102914
TGW

BUD WEISER
BELOIT

CHEVROLET Cadillac

PHONE: (608) 364-6350

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	HARRY CURRY 9129	6824	03/22/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 74,351	COLOR SANDSTONE/N	STOCK NO.
ROSCOE, IL [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET/IMPALA/LS SEDAN		DELIVERY DATE 12/03/03	DELIVERY MILES 3
	VEHICLE I.D. NO. 2 G 1 W H 5 2 K 5 4 9 [redacted]		SELLING DEALER NO. 1	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 03/21/07	MILEAGE OUT
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 17CVZ ENGINE ELECTRICAL TECH(S):9114 306.00

CUSTOMER REPORTS 3 TIMES IN THE LAST MONTH. VEHICLE HAS HAD A NO CRANK NO START CONDITION. POWER WAS TO IP, LIGHTS AND RADIO, BUT NO START. CONDITION HAPPENED AFTER VEHICLE SAT ATLEAST 1 HOUR. WHEN VEHICLE FINALLY STARTED NOTICED AFTER 1 TIME DOING NOTHING, ANOTHER AFTER CHECKING BATTERY CONNECTION AND MOVING SHIFTER, AND THE LAST AFTER HAVING A JUMP START. VEHICLE IS DRIVEN EVERY DAY.
RUN DIAGNOSTICS ON B2958,B2960,&B3106
CHECK CONNECTORS & WIRING. OK.
REPLACE IGNITION LOCK CYLINDER HOUSING. RELEARN VTD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15822350	CYLINDER 2.188	204.86	204.86
	1	CODE	CYL	25.66	25.66
				TOTAL - PARTS	230.52

MISC	CODE	DESCRIPTION	CONTROL NO	
	SCD	SENIOR CITIZEN DISCOUNT		-30.60
	SCD-P	SENIOR CITIZEN DISCOUNT-PARTS		-23.05
			TOTAL - MISC	-53.65

JOB# 1 TOTALS

LABOR	306.00
PARTS	230.52
MISC	-53.65

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 482.87

JOB# 2 CHARGES

LABOR

J# 2 02CVZMPI MULTI POINT INSP TECH(S):9114 0.00

PERFORM INSPECTION.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3+13CVZ BRAKES TECH(S):9114 105.00

FRONT BRAKES NEED TO BE SERVICED.
REPLACE FRONT BRAKE PADS AND RESURFACE FRONT ROTORS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	88909661	PAD KIT 5.017	49.70	49.70
				TOTAL - PARTS	49.70

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service is satisfactory tell your friends, if not, please tell us immediately. Thank You

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed 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.

BUD WEISER
BELOIT
CHEVROLET Cadillac
PHONE: (608) 364-6350

"We want to be your dealer for life"

HOURS:
MONDAY - FRIDAY
7:00 AM to 5:30 PM

"NOTICE: YOU ARE ENTITLED TO INSPECT OR RECEIVE THE PARTS / COMPONENTS / ACCESSORIES REPLACED OR REMOVED BY THIS SHOP."

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 09:22am

Reynolds and Reynolds ERARITS145 (06/10/00 Q (04/03))

BELOIT

CHEVROLET Cadillac

PHONE: (608) 364-6350

CUSTOMER NO. [redacted]	ADVISOR HARRY CURRY 9129	TAG NO. 6824	INVOICE DATE 03/22/07	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 74,351	COLOR SANDSTONE/N	STOCK NO.
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	VEHICLE I.D. NO. 2 G 1 W H 5 2 K 5 4 9 [redacted]		SELLING DEALER NO. 1	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/21/07	MILEAGE OUT
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			

JOB# 3 TOTALS----------

LABOR	105.00
PARTS	49.70
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	154.70

MISC------CODE--------DESCRIPTION----------CONTROL NO--------

JOB # A	EF	ENVIRONMENTAL FEE	3.00
		TOTAL - MISC	3.00

COMMENTS----------
DROP

TOTALS----------

TOTAL LABOR....	411.00
TOTAL PARTS....	280.22
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	-53.65
TOTAL TAX.....	34.72
TOTAL INVOICE $	**675.29**

****
* CASH [ ] CHECK [ ] CHECK # ..... *
*
* CREDIT CARD [ ] OTHER PAY METHOD [ ] *
*
* CHARGE [ ] CUSTOMER # ..... *
*
* CHARGE CUSTOMER NAME ..... *
*
* CASHIER ..... *
****

BY SIGNING BELOW CUSTOMER ACKNOWLEDGES
PICKING UP THEIR VEHICLE

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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CUSTOMER COPY

[END OF INVOICE] 09:22am

Reynolds and Reynolds ERAINTS114E CC611/59 Q (DA03)

[redacted]

Considering a new

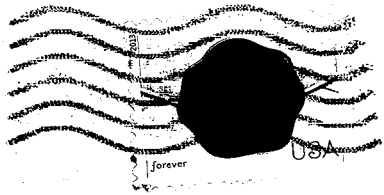
Thank you for choosing our

MAINTAIN YOUR

[redacted]
Roscoe, IL [redacted]

CAROL STREAM IL 601

24 SEP 2014 PM 7 L



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