

8

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

CL-10653321-7316

Jeff Boyer
Vice President
Global Vehicle Safety

OCT 20 2014

Dear Mr. Boyer,

I received this recall letter on September, 2014 about my car, 2004 Model year
Chevrolet Classic.

On 9-19-14 I was driving my car to a nearby Walgreen store, I came out and the key
would not start the car. I called a tow truck and had it towed to J & D Automotive where
he could not get it started. They had to replace the key cylinder and switch at a total cost
of \$328.65 plus new keys of \$100.00. I think I should have some help with the cost.

Please advise me regarding this problem.

Sincerely,

[Redacted Signature]

NM

11/6/14

CW

J & D AUTO AND TIRE
 909 NORTH MAIN STREET
 O'FALLON MO 63366
 636-272-4545

TODD, BRENT, JODY, CHRIS AND DAVID...SAY THANKS FOR YOUR BUSINESS!!!

9/19/2014 2:56 PM

page 1

Invoice # [REDACTED]

Day Phone [REDACTED]

O'FALLON MO [REDACTED]

-fold here -

Vehicle : 2004 Chevrolet Classic 2.2 L 134 CID L4 DOHC 16V
 VIN : 1G1ND52FX4M [REDACTED]
 Created : 10/31/2012 2:49:21 PM
 Complete : 11/1/2012 4:58:00 PM
 Invoiced : 11/1/2012 5:11:05 PM

Tag/State : [REDACTED] MO
 Color : Silver
 Odometer In : 88030
 Odometer Out : 88030

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
	RR*	DIAG TIME	TIME TAKEN TO DIAGNOSE CUSTOMER COMPLAINT			\$0.00
			KEY WONT TURN HAD IT TOWED HERE			
	RR*	GUIDE	IGNITION LOCK CYLINDER - R&R	M		\$142.50
			NOTE: Labor times listed are for R&R only and DO NOT include diagnosis time. DOES NOT include coding or cutting key.			
1	-	US286L	IGN LOCK CYLINDER		\$193.15	\$193.15
1	-	22737173	SWITCH		\$135.50	\$135.50
	RR*	S-E	SAFETY INSPECTION AND EMISSIONS TEST			\$36.00
	RR*	BLB	REPLACE BRAKE LIGHT BULB			\$20.00
1	-	923005	CIRCUIT BRD		\$46.99	\$46.99

NOTE: 2 REAR TIRES ARE GETTING THIN ON TREAD, RECOMMEND 2 TIRES IN NEAR FUTURE

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor			\$198.50
Parts	\$384.57	less discount : \$8.93	\$375.64
Sublet/Misc.			\$0.00
Shop Supplies			\$13.00
Charges			\$0.00
Sales Tax		Tax @ \$388.64 * 7.9500%	\$30.90
		VISA \$618.04	Paid \$618.04

Tech
RR

Certification #

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. All vehicles left over 48 hours after repairs are completed WILL INCURE A \$10.00 PER DAY STORAGE FEE. 12 MONTH/12,000 MILE WARRANTY ON REPAIRS.



O. Fallon, MO

SAINT LOUIS MO 630

11 OCT 2014 PM 9 L



W40-304



National Highway Safety Adm.
1200 New Jersey Ave SE
Washington, DC 20590

20590

