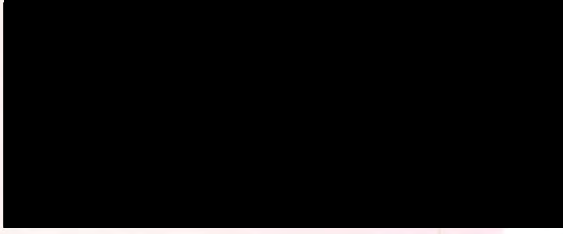


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Car quit due  
 to ignition switch  
 malfunctioned.

Received the recall  
 & not sure if you  
 could honour the  
 repair as we had  
 to install a new  
 ignition switch -

Thanks



N.MC  
11/13/14  
MW

# General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [REDACTED] OCT 30 2014

Street Address or P. O. Box Number: [REDACTED]

City: Berea State: Ky Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: 2G1WF52E349 [REDACTED]

(17 Characters)

Mileage at Time of Repair: 97876 Date of Repair: 10-30-13

Amount of Reimbursement Requested: \$ 10-26-14

### THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.  
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files



# IMPORTANT SAFETY RECALL

September 2014

[REDACTED]  
Berea, KY [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 2004 model year Chevrolet Impala. 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 2004 model year Chevrolet Impala, VIN 2G1WF52E349 [REDACTED]
- Your vehicle is involved in GM recall 14350.
- **Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**
- Schedule an appointment with your GM dealer on or after October 1, 2014.
- The recall repairs will be performed for you at **no charge**.

### Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.



**What will we do?**

PARTS WILL SOON BE AVAILABLE. We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by October 1, 2014. When parts are available, your GM dealer will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

Also included with this letter is an owner manual supplement. Please review this document and retain it with your vehicle's owner manual.

**What should you do?**

You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

**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 14V400.

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



Jeff Boyer  
Vice President – Global Vehicle Safety

GM Recall Number: 14350

Supplement to the Owner Manual

*This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.*

**⚠ WARNING**

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,

(Continued)



Litho in U.S.A.  
Part No. 23259399

**WARNING (Continued)**

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



**Satterfield Garage**  
**559 Pinewoods Rd.**  
**Berea, KY 40403**

ADDRESS [REDACTED]  
 CITY, STATE, ZIP [REDACTED]  
 2ND AUTHORIZED NAME [REDACTED] PHONE [REDACTED]

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY Y/N
1		Ign Lock + Switch	109.74	-
TOTAL PARTS				

CUSTOMER'S INFORMATION			
RECEIVED (DATE & TIME) A.M. / P.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. / P.M.	
YEAR • MAKE • MODEL	SERIAL #/VIN	MOTOR #	
LICENSE NO.	ODOMETER	WRITTEN BY	
<input type="checkbox"/> LUBE	<input type="checkbox"/> OIL CHANGE	<input type="checkbox"/> FLUSH TRANS.	<input type="checkbox"/> FLUSH DIFF.
<input type="checkbox"/> WASH	<input type="checkbox"/> POLISH	CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL *	
LABOR ONLY			45.00
PARTS			109.74
ACCESSORIES			
GAS, OIL & GREASE			
MISC. MERCHANDISE			
SUBLET REPAIRS			
STORAGE FEE			6.58
TAX			
<b>TOTAL ▶</b>			<b>161.32</b>

*PPD*  
*CRASH*  
*INS*

METHOD OF PAYMENT:  
 CHECK  CHARGE  
 CASH

LABOR  
 FLAT RATE  HOURLY  
 BOTH

RETAIN PARTS  
 DESTROY PARTS

AUTHORIZED BY \_\_\_\_\_

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.

GUARANTEED ITEM(S) \_\_\_\_\_

GUARANTEE EFFECTIVE UNTIL:  
 TIME \_\_\_\_\_  
 MILEAGE \_\_\_\_\_

Estimated cost \$ \_\_\_\_\_ Estimate Charge \_\_\_\_\_ Basis for Charge \_\_\_\_\_

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:  
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

- I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$\_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: \_\_\_\_\_ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$\_\_\_\_\_ will be applied.

\*Checked lines apply (Preparer must check at least one):  
 \_\_\_\_\_ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.  
 \_\_\_\_\_ This amount includes a charge of \$ \_\_\_\_\_, which is required under \_\_\_\_\_ law.

SIGNED \_\_\_\_\_  
 DATE \_\_\_\_\_

**adams**  
 GT3870  
 09-11

TEAM  
USA

Berea, KY



LEXINGTON KY 405  
21 OCT 2014 PM 3 T



**To:**

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

The Shipping Standard™

