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

[Redacted]

New Prague MN [Redacted]

October 16, 2014

Chevrolet
Customer Assistance Center
P.O. Box 909989
Milwaukee, WI 53209-9989

OCT 30 2014

I received your notice dated September, 2014, GM recall 14350, regarding the defect of the keys and ignition switch of my 2004 Impala, VIN 2G1WF52EO49[Redacted]. As directed, I had the specified repairs done at Apple Chevrolet Buick Dealership in Northfield, Minnesota on October 13, 2014.

I am convinced that this recall does not adequately address the problem I have had with the ignition of my car. On May 7, 2014, I could not start the car because the security light system malfunctioned and locked the ignition. I was told by a very reliable auto repair technician of New Prague Auto that this was a frequent problem with the Impala 2004 car, and that I would have to have the ignition cylinder replaced. This repair cost me \$525.21 (copy of invoice enclosed), an expense that would not have been necessary if the ignition cylinder had been properly and safely designed when the car was manufactured.

If General Motors is serious about accepting responsibility for the design defects of their automobiles, and the problems those defects have created for the people who bought the defective cars, I expect to be reimbursed for the cost of replacing the ignition cylinder.

[Redacted]

Encl.

CC: Administrator, National Highway Traffic Safety Administration

N.MC
11/17/14
MW

Authorization

Bill To [REDACTED]
 New Prague, MN [REDACTED]
 USA

Phone [REDACTED]
 Work [REDACTED]

Plate [REDACTED]
 Description Grey 2004
 Make Chevrolet Impala
 Engine V6-201 3.4l Ohv
 Odometer 117,818
 VIN 2G1WF52E049 [REDACTED]

PO # N/A
 Work Order # [REDACTED]
 Invoice # N/A
 Svc Advisor Young, Margo
 Technician Ron Bastyr

Invoice Date May 08 2014
 Appointment May 07 2014 4:12 pm
 Promised May 07 2014 6:12 pm

Inspections Requested

30 Point Preventative Maintenance Inspection
 At grocery store-Came out & no start. Started about 5 min later.

Services Requested

***Scan / Test ECM & BCM For Problem Codes**
 Labor Includes: Scan Ecm And Bcm Modules For Problem Codes. Internet Search For Manufactures Technical Bulletens. Individual Component Tests May Be Extra.

Labor-b2960. Check Code & Test. Security System Data Wrong But Valid.	.80 hrs.	\$95.00 / hr.	\$76.00 *
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Checked the battery & it was good.

Sub \$76.00

Ignition System - Replace Ignition Cylinder & Key

25832354 - Ignition Cylinder	1.00 Units	\$231.44 / Unit	\$231.44 M
2852058 - Key	1.00 Units	\$8.77 / Unit	\$8.77 M
Ignition Lock Cylinder - Remove & Replace & Did A Re-learn On The Passlock System.			\$209.00 *

Work Performed By: Ron Bastyr

Sub \$449.21

Total Labor		\$285.00
Total Parts		<u>\$240.21</u>
Total Before Taxes & Miscellaneous Charges		\$525.21
(*) Shop Supplies		\$11.40
(M) Minnesota State Sales Tax	6.875 %	<u>\$16.51</u>
Totals		<u>\$553.12</u>

Authorization Comments

205 4Th Ave S.W, New Prague, Mn. 56071, 952-758-4471

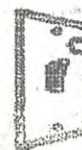
Work Order # [REDACTED]

The Nature Conservancy
Protecting nature. Preserving life.

New Prague, MN

MINNEAPOLIS MN 554

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Energy Action Month



Scarlet Tanager

National Highway Traffic Safety
Administration
1200 New Jersey Ave. S.E.
Washington D.C. 20590

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