

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

[REDACTED]
New Prague MN [REDACTED]

December 5, 2014

Chevrolet Division
Customer Non-Assistance Center
P.O. Box 33170
Detroit, MI 48232

DEC 13 2014

On October 16, 2014 I submitted a claim for reimbursement for the \$525.21 cost of replacing the defective ignition in my 2004 Impala (copy of letter enclosed).

You blew me off with a non-response response from your Division, dated November 13, 2014 (enclosed), directing me to pursue the matter by phone, reference Service Request Number [REDACTED]. I called the specified phone number and reached an employee named "Chris" who also blew me off by saying I would have to talk to a senior adjuster. He then put me on hold. After five minutes with no response I hung up. The employee called me back and we went through the same charade again.

I am through putting up with your telephone run-around. I demand a definitive response to my claim **BY LETTER THROUGH THE U.S. MAIL.**

[REDACTED]
Encls.

CC: Administrator, National Highway Traffic Safety
Administration

Senator Amy Klobuchar

Lori Swanson, Minnesota Attorney General

HN

12/22/14

TA

CHEVROLET

November 13, 2014

[REDACTED]
New Prague, MN [REDACTED]

Dear [REDACTED]

We sincerely apologize for the concerns that you are experiencing with your 2004 Chevrolet Impala. We understand this can be very frustrating and would like the opportunity to assist you further. Due to the nature of your concern, it is necessary to continue this communication via telephone.

Total customer satisfaction is important to us at Chevrolet. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: [REDACTED]

[REDACTED]
New Prague MN [REDACTED]

October 16, 2014

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

I received your notice dated September, 2014, GM recall 14350, regarding the defect of the keys and ignition switch of my 2004 Impala, VIN 2G1WF52E049 [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



New Prague MN

MINNEAPOLIS MN 554

08 DEC 2014 PM 4 L



Administrator
National Highway Traffic Safety Adm.
1200 New Jersey Ave, S.E.
Washington D.C. 20590

20590

