

[Redacted]

Toluca Lake, CA
November 19, 2014

Chevrolet
Customer Care Department
P.O. Box 33170
Detroit, MI 48232-5170

RE: Ignition Recall 2010 Camaro VIN 2G1FF1EV7A9 [Redacted]

DEC -2 2014

To Whom It May Concern:

On November 17, 2014, I took my 2010 Camaro to Community Chevrolet (the Chevrolet dealership located in Burbank, California) for the ignition recall repair. I was not informed of what exactly would occur during the repair, but trusted that the "ignition recall" would include specific repair to the ignition component. The official GM information found online states the following:

"There is a risk if you bump the integrated key fob with your knee that your ignition switch may move out of the 'run' position, resulting in a partial loss of electrical power and turning off the engine..."

The actual repair details are not included in the summary, nor were they included in the recall notice I received in the mail.

I was very unhappy to find that the "repair" was not actually a repair at all. I was presented with my previous key fobs, with the key portions removed, and now a separate key was attached by two small key rings. The ignition itself was not repaired in any way, and I am now carrying extra weight on my key ring. When the single key is placed in the ignition, the old key fob is hanging from the key, placing unnecessary weight on the key in the ignition. Alan Adler, a GM spokesperson, has stated that the intent is to "put less junk on the key ring," (Kelsey Mays. *More Details on GM's Latest Ignition-Related Recall*. June 20, 2014 from [Redacted])

[Redacted]. This "repair" does exactly the opposite. Additionally, though the new key has a small hole that will only allow a single key ring to be inserted, because it is connected to the OLD key fob, there is still something attached to the key ring, and the key fob will still allow additional key rings to be added (if someone chose to do so). The intent of the "repair" is not realized in any way with this shoddy fix.

I have two small children, a son [Redacted] years old and a daughter under [Redacted] year, and although I have only ever taken my son as a passenger (rarely), I now feel as though I cannot drive my Camaro with either of them as passengers. I am scared to drive it at all. And I LOVE my Camaro. I pre-ordered it and customized it. I was never happier with a car than I was

NAM
12-4-14

Chevrolet Customer Care Department


November 19, 2014

Page 2

the day my Camaro was delivered to me. I have owned two Chevy trucks and a Cobalt, and currently am leasing a Volt and own a 1999 Silverado. I have been very loyal to Chevrolet. This "repair" is the first time I have felt disappointed in a Chevrolet product.

I am 5'3" and weigh 125 pounds, so I don't think the initial risk of me bumping the key fob was very high. Further, I do not think any risk has been remedied by the "repair" to my key fob (again, NOTHING was done to the ignition). I would like to either have the entire ignition replaced (perhaps with a push-button ignition), or you should change the key fob so that it is the size of the single key, with all necessary controls (lock/unlock/trunk/alarm) in the head of the key. With the technology today, this is not impossible. It will cost more than the current "repair," but it will be much less than the lawsuit when this "repair" does not prevent another accident or death from occurring. I sincerely hope the next injury or death does not involve my Camaro.

Best regards,


Camaro Owner and Loyal Chevrolet Customer

Copy to:
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

[Redacted]
Tolles Isky CA

LOS ANGELES CA 900

20 NOV 2014 PM 3 L



NHTSA Headquarters
Complaint - GM Recall
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

20590

