



IMPORTANT SAFETY RECALL

August 2014

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

Lansing, IL [REDACTED]

DEC - 8, 2014

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 2012 model year Chevrolet Malibu. 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.

Previously, you were notified that your 2012 model year Chevrolet Malibu was involved in GM recall 13036. This letter is to inform you that parts are now available to repair your vehicle.

IMPORTANT

- This notice applies to your 2012 model year Chevrolet Malibu, VIN 1G1ZG5E70CF [REDACTED]
- Your vehicle is involved in GM safety recall 13036.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

On your vehicle, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction control, electronic stability control, and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales may illuminate with this condition. These conditions may increase the risk of a crash.

What will we do?

Your Chevrolet dealer will attach your vehicle's wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM



HN

12/11/14

TA

and harness connector and on the BAS and harness connector, and relearn the brake pedal home position. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

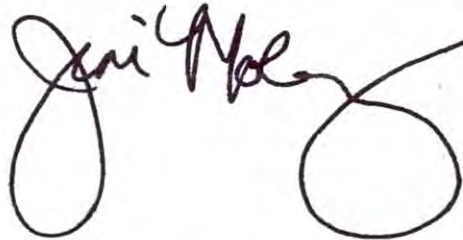
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed reimbursement form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2015, unless state law specifies a longer reimbursement period.

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 14V252.

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

A handwritten signature in dark ink, appearing to read "Jim Moloney", with a large circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

Enclosure
GM Recall Number: 13036

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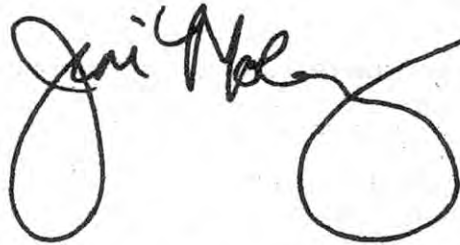
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9700 W. Lincoln Highway
Frankfort, IL 60423
815 469-2323 / 708 754-0010

17730 Torrence Ave.
Lansing, IL 60438
708 474-0000

phillipschevy.com

"Customer Satisfaction Is Our Goal"

CUSTOMER NO.	ADVISOR JOHN HAYES	TAG NO. 32	INVOICE DATE 03/04/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 60,446	COLOR WHITE/
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/MALIBU	DELIVERY DATE 01/01/12	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1 G 1 Z G 5 E 7 0 C F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/28/14	REPRINT# 1
	PHONE	COMMENTS	MO:	

LABOR & PARTS
J# 1 41CVZ DRIVEABILITY UNITS: 4.00 TECH(S):94 476.00

CHECK IDLE
LOW ENGINE POWER
SCAN TESTED THE SYSTEM FOUND CODE P2135 SET
TESTED THE VOLTAGE AT THE TPS SENSOR
FOUND THE TBI UNIT SHORTED INTURNAL AND SPARK
PLUGS BAD
REPLACED THE THE TBI UNIT,REPLACED THE 6 SPARK PLUGS
CLEARED THE CODE AND REPROGRAMED THE SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	6		12622561	SPARK PLU 2.270 Y		10.72
JOB # 1	1		12615503	BODY 3.335 Y		189.08
JOB # 1 TOTAL PARTS						253.40
JOB # 1 TOTAL LABOR & PARTS						729.40

J# 2 01CVZ LUBE OIL FILTER UNITS: TECH(S):94 11.50
PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE
PRESSURE, & CHECKED & SET ALL FLUID LEVELS.
LUBE, OIL, AND FILTER CHANGE COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2	1		19167894	FILTER 1.836 Y		5.18
JOB # 2	6		19293000B	DEXOS		3.60
JOB # 2 TOTAL PARTS						26.78
JOB # 2 TOTAL LABOR & PARTS						38.28

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HWF	HWF	
JOB # 1	DP	PARTS DISCOUNT	
TOTAL - MISC			-38.79
			-38.04

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

PHILLIPS CHEVROLET WANTS YOU COMPLETLEY SATISFIED !!!!!!!!!!!

CASH CHECK CHARGE VISA MC

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL INVOICE \$ **750.16**

DEALER WILL NOT BE HELD RESPONSIBLE FOR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CAR DUE TO FIRE, THEFT, ACCIDENT, OR ANY OTHER CIRCUMSTANCE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM REPLACEMENT PARTS ARE WARRANTED 12 MONTHS, OR 12,000 MILES, WHICHEVER COMES FIRST.

IMPORTANT

You may receive a customer satisfaction survey from Chevrolet Motor Division in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact Dan Kachinsky (Service Director). Our goal is for you to be completely satisfied.

Thank You
Phillips Chevrolet
(815) 469-2323

REPLACED PARTS WILL BE DISCARDED UNLESS REQUESTED AT TIME OF WRITE UP.

**THANK YOU
FOR YOUR
BUSINESS!**

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [REDACTED]

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

City: Lansing State: IL 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: 9-25-14

Vehicle Identification Number of Involved Vehicle: 1G72G5E70C7 [REDACTED]
(17 Characters)

Mileage at Time of Repair: 60,449 Date of Repair: 3/14/14

Amount of Reimbursement Requested: \$ ~~977.10~~ 750.16

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



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[REDACTED]
Lansing, IL [REDACTED]

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[REDACTED]
Lansing IL [REDACTED]

S SUBURBAN IL 604

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National Highway Traffic Administration
1200 New Jersey Ave SE
Washington, DC 20590

20590

