

DEC 17 2014

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

Greetings Administrator,  
National Highway Traffic Safety Adm.

I am seeking your help  
with the reimbursement of  
two very concerning safety  
repairs that I've incurred for  
my 2004 Chevy Impala, vin id  
2G1WF52E549 [REDACTED], license plate  
[REDACTED] in California.

I am the original owner of  
this vehicle with only 88,000 miles at  
this date. While at the mileage  
of 79,000 it was required that  
I repair the transmission at a  
cost of \$2133.00. The symptoms  
were hesitation of shifting like a  
jerk. After honorable investigation  
by the certified experts in transmission

NM3

12/24/14

TA

it was discovered there was a broken piece in the transmission, actually pieces of metal in the transmission pan indicating an internal fault sending debris throughout the transmission. With these pieces of floating debris in the pan there was a great concern of safety while driving in that the metal pieces could very well have jammed in the transmission gear causing the vehicle to suddenly lock up while driving the freeway that may have caused grave injury to driver and passengers.

As a secondary grave danger of safety for this vehicle is when I had to repair the ignition starter (switch & cylinder) at 85,700 miles at a

Cost of \$821.72. The safety issue here would have also been a very dangerous defect in that the ignition could have turned off or ~~at~~ shutdown while in motion causing no steering or braking of the vehicle or control of driving causing a crash.

I would also like to state that I've tried contacting the Chevrolet Corporation to report these issues and was treated very disrespectfully and was told there will be no reimbursement of any type for these issues that I bought the vehicle I am responsible. - who do they think they are?!

So, please - I am asking for your help in this manner.

I thank God that I did not become a statistic of these unsafe defects in my vehicle causing great injury to myself and others while driving.

I ask that these items become a recall due to unsafe workmanship.

Sincerely,

[REDACTED]  
Galt, Ca [REDACTED]  
[REDACTED]



# IMPORTANT SAFETY RECALL

September 2014

[REDACTED]  
Galt, CA [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 2G1WF52E549 [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



# SANBORN CHEVROLET, INC.

1210 South Cherokee Lane / P.O. Box 1057 / Lodi, California 95241-1057  
(209) 334-5000 / In Stockton Call (209) 951-7071

DLR # 06526 B.A.R. REG #ARD218471

E.P.A. #CAD054598289

|              |                     |                       |              |                         |                 |                 |
|--------------|---------------------|-----------------------|--------------|-------------------------|-----------------|-----------------|
| PROGRAM CODE | AUTHORIZATION CODE  | COMMITMENT NO.        | E.S.P NUMBER | SERVICE INSTALLED PARTS | CELL            | CROSS REFERENCE |
| CUSTOMER NO. | ADVISOR             | 5057                  | TAG NO       | 564                     | INVOICE DATE    | 07/25/14        |
| GALT, CA     | ANDREW ANGELES      | LICENSE NO.           | MILEAGE      | 85,762                  | COLOR           | WHITE/          |
| NONE         | YEAR / MAKE / MODEL | 04/CHEVROLET/IMPALA   |              | DELIVERY DATE           | DELIVERY MILES  |                 |
|              | VEHICLE I.D. NO.    | 2 G 1 W F 5 2 E 5 4 9 |              | SELLING DEALER NO.      | PRODUCTION DATE |                 |
|              | F.T.E. NO.          | P.O. NO.              | R.O. DATE    |                         | 07/25/14        |                 |
|              | COMMENTS            |                       |              |                         |                 | MO:             |

LABOR & PARTS  
 J# 1 25CVZ DRIVEABILITY TECH(S):4255 385.00

CUSTOMER STATES THAT THE VEHICLE WILL NOT START WITH EITHER  
 IGNITION KEY POSSIBLE THEFT SYS ISSUE CHECK AND ADVISE.  
 SECURITY LIGHT COMES ON AS WELL.  
 INTERMITTANT.  
 VERIFIED CUSTOMER CONCERN PERFORMED DIAG AND SCANNED FOR CODE  
 FOUND B2958/B2960 FOR FAIL PASSLOCK SENSOR AND SWITCH  
 REC. TO REPLACE BOTH AND RE-CHECK AND PROGRAME SYS  
 INSTALLED NEW PASSLOCK SENSOR AND SWITCH AND PROGRAMED  
 RE-CHECKED NOW VEHICLE STARTS AS DESIGNED

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION    | UNIT PRICE | PRICE  |
|-----------------------------|-----|-----------|----------------|------------|--------|
| JOB # 1                     | 1   | 22670487  | SWITCH 2.188   | 205.28     | 205.28 |
| JOB # 1                     | 1   | 25832354  | CYLINDER 2.188 | 231.44     | 231.44 |
| JOB # 1 TOTAL PARTS         |     |           |                |            | 436.72 |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                |            | 821.72 |

J# 2 39CVZ-MULTI MULTI POINT TECH(S):4255 0.00  
 PERFORM INSPECTION

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | PRICE |
|-----------------------------|-----|-----------|-------------|------------|-------|
| JOB # 2 TOTAL PARTS         |     |           |             |            | 0.00  |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             |            | 0.00  |

J# 3 01CVS TIRE PRESSURE CK TECH(S):4255 0.00  
 TIRE PRESSURE & INFLATE SERVICE  
 COMPLETED

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | PRICE |
|-----------------------------|-----|-----------|-------------|------------|-------|
| JOB # 3 TOTAL PARTS         |     |           |             |            | 0.00  |
| JOB # 3 TOTAL LABOR & PARTS |     |           |             |            | 0.00  |

J# 4+02CVZ ENGINE MECHANICAL TECH(S):4255 110.00  
 UPON INSPECTION TECH NOTICED THAT THE FRONT TIMING COVER  
 SEAL IS LEAKING CUSTOMER OK TO REPLACE THE SEAL.  
 INSTALLED NEW FRONT COVER SEAL AND RE-CHECKED NOW OK

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE | PRICE  |
|-----------------------------|-----|-----------|---------------|------------|--------|
| JOB # 4                     | 1   | 14090906  | SEAL 0.213    | 27.44      | 27.44  |
| JOB # 4                     | 1   | 19287401  | CLEANER 8.800 | 7.00       | 7.00   |
| JOB # 4 TOTAL PARTS         |     |           |               |            | 34.44  |
| JOB # 4 TOTAL LABOR & PARTS |     |           |               |            | 144.44 |

| SUBLET         | PO#  | VEND INV# | INV.DATE | DESCRIPTION     | PRICE |
|----------------|------|-----------|----------|-----------------|-------|
| JOB # 1        | 1699 | 90103     | 07/25/14 | CODE CYL TO KEY | 35.00 |
| TOTAL - SUBLET |      |           |          |                 | 35.00 |

| MISC    | CODE | DESCRIPTION        | CONTROL NO. | PRICE  |
|---------|------|--------------------|-------------|--------|
| JOB # 1 | NTDP | 10% PARTS DISCOUNT |             | -43.67 |

The Reynolds and Reynolds Company, ERAINTIVE, C0514860 Q (06/13)

# SANBORN CHEVROLET, INC.

1210 South Cherokee Lane / P.O. Box 1057 / Lodi, California 95241-1057  
(209) 334-5000 / In Stockton Call (209) 951-7071

DLR # 06526      B.A.R. REG #ARD218471

E.P.A. #CAD054598289

|              |                    |  |               |                         |                          |                 |  |
|--------------|--------------------|--|---------------|-------------------------|--------------------------|-----------------|--|
| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO.                             | E.S.P. NUMBER | SERVICE INSTALLED PARTS | CELL                     | CROSS REFERENCE |  |
| CUSTOMER NO. |                    | ADVISOR<br><b>ANDREW ANGELES</b>           | 5057          | TAG NO.<br>564          | INVOICE DATE<br>07/25/14 | INVOICE NO.     |  |
|              |                    | LICENSE NO.                                |               | MILEAGE<br>85,762       | COLOR<br>WHITE/          | STOCK NO.       |  |
| GALT, CA     |                    | YEAR / MAKE / MODEL<br>04/CHEVROLET/IMPALA |               | DELIVERY DATE           | DELIVERY MILES           |                 |  |
| NONE         |                    | VEHICLE I.D. NO.<br>2 G 1 W F 5 2 E 5 4 9  |               | SELLING DEALER NO.      | PRODUCTION DATE          |                 |  |
|              |                    | F.T.E. NO.                                 | P.O. NO.      | R.O. DATE<br>07/25/14   |                          |                 |  |
|              |                    | COMMENTS                                   |               |                         |                          | MO:             |  |
|              |                    |  |               | TOTAL - MISC            | -43.67                   |                 |  |

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)  
 APPROVED REVISED ESTIMATE (# 1) OF \$996.30 (+TAX) ON 07/25/14 AT 01:19pm  
 BY [REDACTED] COMMENTS  
 COMMENTS-----

TOTALS-----

|   |                         |               |
|---|-------------------------|---------------|
| IF YOU HAVE ANY QUESTIONS - PLEASE CONTACT YOUR SERVICE ADVISOR | TOTAL LABOR....         | 495.00        |
| THANK YOU FOR CHOOSING SANBORN CHEVROLET INC.                   | TOTAL PARTS....         | 471.16        |
|   | TOTAL SUBLET...         | 35.00         |
|   | TOTAL G.O.G....         | 0.00          |
|   | TOTAL MISC CHG.         | 0.00          |
|   | TOTAL MISC DISC         | -43.67        |
|   | TOTAL TAX.....          | 37.69         |
|   | <b>TOTAL INVOICE \$</b> | <b>995.18</b> |

CUSTOMER SIGNATURE \_\_\_\_\_

PAID

THANK YOU  
 SANBORN CHEVROLET, INC.  
 CASH CHECK CREDIT CARD DEBIT

CUSTOMER SERVICE  
**STEV**

ADDRESS  
[REDACTED]

YEAR MAKE  
**2004**

WARRANTY CLAIM INFORMATION  
HAT NL

LEAD SOURCE

INTERNAL CUSTOMER USE ONLY  
SC WC

AAMCO TRANSMISSIONS  
334 E LOCKEFORD ST  
LODI, CA 95240  
209-334-5101

Sale

ID: 001  
Merchant ID: 210002988301  
Bank ID: 2642  
11-13-13  
Batch#: 317001  
Retrieval Ref #: 46245877

Entry Method: Swiped

Appr Code: 01326R Inv #: 000002  
Total: \$ 2,133.02

(FIRST) [REDACTED] DATE 11/7/13 11:20

STATE/PROV. ZIP/POSTAL CODE MILEAGE TRANSMISSION TYPE HOME PHONE

LT CA [REDACTED] 79024 4T65E [REDACTED]

VEHICLE IDENTIFICATION NUMBER (VIN) LIC. PLATE NO./STATE BUSINESS PHONE

WHITE 2G1WF52E549 [REDACTED] [REDACTED]

ORIGINAL MILES ORIGINAL DELIVERY DATE PROD. DATE ENGINE SIZE CELL PHONE

[REDACTED] [REDACTED] [REDACTED] 3.4L [REDACTED]

ADDRESS

[REDACTED]

# [REDACTED]  
**Aamco Transmissions**  
334 E Lockeford St  
Lodi, CA 95240  
209-334-5101

**TOTAL CAR CARE EXPERTS**

BAR # CUSTOM ID 2  
ARD00257365 EPA#CAL00034008

An independently owned and operated AAMCO Center

**SERVICE DESCRIPTION PRICE**

11/7/2013 TIME: 11:20:24 AM FROM: CUSTOMER VERIFICATION: SIGNATUREPHONE: [REDACTED]

**DESCRIPTION OF PROBLEM--** AFTER A STOP VEHICLE WILL HESITATE TO SHIFT THEN SHIFT/JERK

OUR EXTERNAL CHECKS AND TESTS REVEALED THAT THE TRANSMISSION FLUID LEVEL IS OK AND THE CONDITION IS VARNISHED. AAMCO ROAD TESTED VEHICLE AND AFTER SEVERAL STOPS, VEHICLE DID EXPERIENCE A TAKE OFF IN SECOND GEAR, VEHICLE THEN DOWNSHIFTED BACK TO FIRST GEAR AND THEN WENT NORMAL. THIS IS A SIGN OF A STICKING VALVE IN THE VALVE BODY. AAMCO THEN REMOVED TRANSMISSION PAN TO INSPECT AND FOUND FLUID VARNISHED AND ON TRANSMISSION PAN MAGNET FOUND EXCESSIVE FRICTION MATERIAL AND LYING IN PAN FOUND PIECES OF METAL INDICATING THAT THERE IS AN INTERNAL FAULT IN TRANSMISSION SENDING DEBRIS THROUGHOUT THE TRANSMISSION AND CAUSING THE SHIFT FAULTS, AAMCO RECOMMENDS REMOVE TRANSMISSION AND INSPECT FOR DAMAGES THE FOLLOWING SERVICE(S) IS RECOMMENDED: INTERNAL SERVICE

**COMPUTER DIAGNOSTIC**

**TEARDOWN ESTIMATE**

I AUTHORIZE THIS AAMCO CENTER TO REMOVE, DISMANTLE, INSPECT, REASSEMBLE AND REINSTALL MY TRANSMISSION THE PRICE OF \$450. I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN (5) DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE ANY FURTHER SERVICE RECOMMENDATION. I HAVE THE RIGHT TO THE INSPECTION OR RETURN OF REPLACED PARTS IF APPLICABLE WITHIN ONE DAY AFTER RECEIPT OF MY VEHICLE AND THE RIGHT TO KNOW THE PRICE, TERMS AND CONDITIONS OF ALL WARRANTIES. DISASSEMBLY MIGHT PREVENT THE RESTORATION OF THE COMPONENT TO IT'S FORMER CONDITION

**AUTHORIZATION:** BY: STEVE DATE: 11/7/2013 TIME: 11:37:14 AM FROM: [REDACTED] PHONE: [REDACTED] VERIFICATION: [REDACTED]

**TRANSMISSION SERVICE**

AAMCO RECONDITIONED TRANSMISSION WITH AAMCO 12 MONTH /12,000 MILE LIMITED WARRANTY

|   |  |       |
|---|--|-------|
| 1 | NEW - ASSEMBLY KIT TRANSTAR #84004HPW                    | 447.  |
| 1 | NEW - FILTER   | 18.   |
| 1 | NEW - BAND - FORWARD                                     | 96.   |
| 1 | NEW - BAND - REVERSE (MAJI)                              | 41.   |
|   | NEW - TRANS FLUID-FILLED TO MANUFACTURER'S SPECIFICATION | 104.  |
| 1 | NEW - EPC SOLENOID                                       | 66.   |
| 1 | NEW - PW SOLENOID  | 29.   |
| 1 | USED - REAR PLANET                                       | 101.  |
|   | LABOR TO REMOVE, REBUILD & REINSTALL                     | 1372. |
| 2 | DISCOUNT   | -200. |

**AUTHORIZATION:** BY: PAMELA DATE: 11/7/2013 TIME: 11:37:16 AM FROM: [REDACTED] VERIFICATION: [REDACTED] PHONE: [REDACTED]  
RECONDITIONED SERVICE \$2079.19 / HARD PARTS & OTHER COMPONENTS \$197.46 / TORQUE CONVERTER \$0

11/11/13 11:20

MILEAGE 79024 TRANSMISSION TYPE 4T65E HOME PHONE

VEHICLE IDENTIFICATION NUMBER 2G1WF52E549 LIC. PLATE NUMBER BUSINESS PHONE

ORIGINAL MILES ORIGINAL DELIVERY DATE PROD. DATE ENGINE SIZE 3.4L CELL PHONE

EMAIL ADDRESS  
LEAD SOURCE

# [REDACTED]  
**Aamco Transmissions**  
334 E Lockeford St  
Lodi, CA 95240  
209-334-5101

**INTERNATIONAL CUSTOMER SERVICE**  
201 Gibraltar Road  
Horsham, PA 19044  
Call toll-free: (800) 523-0401



**TOTAL CAR CARE EXPERTS**

BAR # ARD00257365 CUSTOM ID 2 EPA#CAL00034008

An independently owned and operated AAMCO Center

INTERNAL USE ONLY SC WC SERVICE DESCRIPTION PRICE



TRANSMISSION PARTS: 704.65 LABOR: 1,372.00 SUBTOTAL: 2,076.65 SERVICE PLUS PARTS: 0.00 LABOR: 0.00 SUBTOTAL: 0.00

TOTAL LABOR 1,372.00  
TOTAL PARTS 704.65  
SERVICE AGREEMENT

I ACKNOWLEDGE NOTICE AND AGREE TO THE TERMS AND CONDITIONS OF THIS SERVICE AGREEMENT.



Galt, CA

SACRAMENTO CA 957

10 DEC 2014 PM 7 1



National Highway Traffic Safety Adm.  
1200 New Jersey Ave. SE.  
Washington, DC 20590

20590

