

CL-10683322-7062

January 31st, 2015

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

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

FEB 11 2015

To whom it may concern:

We received our recall from Chevrolet Motors regard our 2009 Chevrolet Silverado, vin # 2G4CEK233391 [REDACTED]. The GM recall # 14515 stated there was a contaminated module causing an electrical shortage. We contacted all the #'s & Hurricane Chevrolet in West Virginia stating that this problem had already occurred in May of the present year. (Our first telephone conversation was made December 2014), after getting the run around & being told they needed proof & would see no problem with a refund, now we cannot get in contact with anyone, phone calls & emails aren't returned, we did nothing wrong & feel as if we are being treated unfairly. Any help you can provide would be appreciated.

Thanks

NAM  
2/11/15  
SMD

Ashland, Ky [REDACTED]



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

## IMPORTANT SAFETY RECALL



14515 2GCEK233391 [REDACTED] 13 000227

ASHLAND, KY [REDACTED]



December 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 certain 2009 model year Chevrolet Silverado LD vehicles. 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 2009 model year Chevrolet Silverado LD, **VIN 2GCEK233391** [REDACTED]
- Your vehicle is involved in GM recall 14515.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

Your vehicle may have been serviced under warranty with a chassis electronic module containing internal contamination. This contamination can cause an electrical short in the module. If the module experiences an electrical short, the vehicle could display a check engine light, stall, or fail to start. If the vehicle is equipped with a trailer brake, the vehicle could lose trailer brake function and display a "Service Trailer Brake System" indicator. If the vehicle experiences this condition and stalls while in motion, there could be an increased risk of a vehicle crash.

#### What will we do?

Your Chevrolet dealer will replace the chassis electronic module on all affected vehicles. 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 35 minutes to 1 hour and 15 minutes.

**What should you do?**

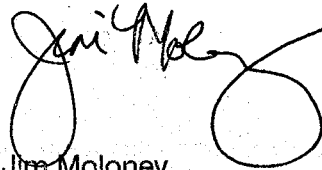
You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

**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 14V614.

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



Jim Moloney  
General Director - Customer & Relationship Services

GM Recall #14515



# STAFFILINO CHEVROLET INC

P.O. BOX 220 · 900 SOUTH FOURTH STREET  
 MARTINS FERRY, OH 43935  
 SERVICE (740) 633-1114 · COLLISION (740) 633-6856

ASHLAND

KY

\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/13/14	09	CHEVROLET	SILVERADO	2GCEK233391		114441	114441	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	05/14/14	12	00:00:00			01	05/14/14	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
			000-000-0000					1

===== REPAIR LINE 001 =====  
 C/S ENGINE CRANKS BUT WONT START - BEING TOWED IN  
 FOUND FUEL PUMP CONTROL MODULE SHORTED AND DAMAGED WIRING TO MODULE - NEEDS NEW FUEL  
 PUMP CONTROL MODULE AND WIRING REPAIRED  
 INSTALLED AND PROGRAMMED NEW FUEL PUMP CONTROL MODULE - RAN NEW CIRCUIT BETWEEN PCM A  
 ND FUEL PUMP CONTROL MODULE.

Bill Code - C							
SS	SEE COMMENTS		22 M A				396.00
GRIM, MARK							
			Total Labor				396.00
GM	20759945	MODULE	1				147.28
YY	14GA	WIRE	6				17.70
			Total Parts				164.98
SUBLET:							
BRADENS - TOW							
Bill Code - C	PO Number - 26577		M				106.25
			Total Sublet				106.25
MISCELLANEOUS:							
FUEL							
Bill Code - C	PO Number						15.00
			Total Misc				15.00
			Total Line				682.23

Certified Service

===== REPAIR LINE 002 =====

27 POINT INSPECTION  
 27 POINT INSPECTION  
 NEEDS NEW FRONT BRAKE PADS AND ROTORS - ESTIMATE TO INSTALL NEW FRONT BRAKE PADS AND  
 ROTORS \$372.94 PLUS TAX.  
 Bill Code - SA

26	MULTI POINT INSPEC	22 M C	
GRIM, MARK			
RBK	BRAKES RED	22 M A	
GRIM, MARK			
		Total Labor	
		Total Line	

<p><i>Thank you for allowing us the opportunity to service your vehicle. Our goal from the moment your service visit began was for you to be a "Completely Satisfied" customer!</i></p> <p><i>Within the next week or so you may receive a Service Satisfaction Survey from General Motors. Anything less than a score of "Completely Satisfied" means we have failed and we do not want to fail you, our customer!</i></p> <p><i>All of us at Staffilino Chevrolet would like to say "Thank You" in advance for taking a few moments of your time to complete your survey.</i></p> <p>Mark Flores Service Manager</p> <p>Chris McVicker Collision Manager</p> <p>Kevin Uhrich Parts Manager</p>	<p><b>Disclaimer of Warranties</b>                  Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty. 1 year 12,000 miles parts and labor on installed GM parts.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
MISC. SALES			
MATERIALS			
TOTAL CHARGE			
DEDUCTIBLE			
SALES TAX			
OTHER PAY			
CUSTOMER SIGNATURE	CUSTOMER PAY		

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 MARTINS FERRY, OH 43935  
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CUSTOMER COPY PAGE 2

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R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
			000-000-0000					1

REPAIR LINE 003

CHECK ENGINE LIGHT CAME ON AFTER ENGINE WAS RUNNING  
 P2135 STORED AS A CURRENT CODE - NEEDS NE THROTTLE POSITION SENSOR AND UPDATE PER SPECIAL POLICY - ALSO FOUND EVAP PURGE VALVE STUCK OPEN CAUSING ENGINE TO RUN RICH - NEEDS NEW PURGE VALVE AS WELL - SEE LINE BELOW.

INSTALLED NEW THROTTLE POSITION SENSOR AND PROGRAMMED ECM PER SPECIAL POLICY.

Bill Code - WG

Transaction Type: ZREG Regular Vehicle Transaction

Transaction Cat: SPOL Special Coverage

Transaction No.: 001196714515

Transaction Ver: 0002

Cause Code: 6581 Module/Component - Registers Incorrectly

Complaint Code: 0321 Engine/Fuel/Exhaust - "Check Engine" Light

T5876 REPLACE TPS COVER AND PROGRAM 22 M A

GRIM, MARK

Labor Type: BASE

Total Labor

GM 19259452 SENSOR KI 1

Failed Part: 19259452

Total Parts

Total Line

REPAIR LINE 004

REPLACE EVAP PURGE SOLENOID

PURGE VALVE IS STUCK OPEN CAUSING ENGINE TO RUN RICH - NEEDS NEW EVAP PURGE VALVE

INSTALLED NEW EVAP PURGE VALVE.

Bill Code - CW

SS SEE COMMENTS

22 M A 78.00

GRIM, MARK

Total Labor 78.00

GM 12597567 VALVE 1 36.16

Total Parts 36.16

Total Line 114.16

Payment Type - 01 CASH 853.04

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*All of us at Staffilino Chevrolet would like to say "Thank You" in advance for taking a few moments of your time to complete your survey.*

Mark Hores  
Service Manager

Chris McVicker  
Collision Manager

Kevin Uhrich  
Parts Manager

**Disclaimer of Warranties**  
 Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty, 1 year 12,000 miles parts and labor on installed GM parts.

LABOR AMOUNT	474.00
PARTS AMOUNT	201.14
MISC. SALES	121.25
MATERIALS	
TOTAL CHARGE	796.39
DEDUCTIBLE	
SALES TAX	56.65
OTHER PAY	
CUSTOMER SIGNATURE	CUSTOMER PAY 853.04

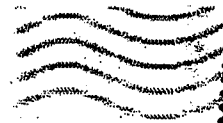


Ashland, Ky



LITTONVILLE FLORIDA 32719

ON FEB 22 2015 PM 4 2



National Highway Traffic Safety Admin  
1200 New Jersey Avenue, SE.  
Washington, DC 20590

20590

