

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

Pinehurst, Tx.
Feb. 9, 2015

RE: 2007 Chev Malibu LE
1G1Z558F27F

FEB 19 2015

Dear Sir:

In August my daughter was home from college with my Malibu. Thankfully she was going fairly slow on a two lane road and was able to get off road and call for help. The Malibu suddenly had a major steering problem. First she was unable to steer and then it released enough for her to get into driveway of side street. The steering became very hard to turn. It was pulling noticeably to left and right. It appeared to work when Dad got there, but again locked up on him before getting to repair shop. They were unable to locate a problem, but again it locked up and was taken to Parkway Chev. They could not get it to malfunction, but suggested it could be the power steering motor/module. They replaced it and we have had no more problems with this issue. No way could she drive several hours back to college and have further problems or a major wreck. Upon checking we find that this part was on a recall for multiple years. The 2006 was recalled and the 2008 was recalled on this part. Why it was not recalled for 2007 is a huge question since it is the same part and it would not likely be okay for a middle year model when all other years were on recall list.

NM
2/24/15
SMD

Please investigate this part for year model 2007 before someone is killed or injured when this part malfunctions.

It is our firm belief this part is defective as the other years have been recalled on this part.

We are requesting this be investigated and that our repair bill costs be reimbursed by GM.

Sincerely

A solid black rectangular box used to redact the signature of the sender.

Encl: Workorder Receipt



25500 S.H. 249 • Tomball, TX 77375
 281.351.8211 • Fax 281.290.8308
 parkwaychevrolet.com

CUSTOMER NO.	ADVISOR JORDAN SILVERNAIL	TAG NO. 301927	INVOICE DATE 08/08/14	CELL:
	LABOR RATE	LICENSE NO.	MILEAGE 88,912	COLOR
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1G1ZS58F27F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/06/14	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 22CVZ *STEERING DIAG TECH(S): 300222 252.99
 CUSTOMER STATES VEHICLE PULLS NOTICABLY LEFT AND RIGHT WHILE DRIVING VEHICLE AND STEERING WHEEL INTERMITTENTLY LOCKS UP OR BECOMES VERY HARD TO TURN LEFT OR RIGHT. TEST DRIVE, UNABLE TO VERIFY STEERING WHEEL LOCKING UP. CHECK FOR ANY MALFUNCTION CODES PAST AND PRESENT AND FOUND NONE. AT CUSTOMER REQUEST POWER STEERING MOTOR WAS REPLACED. MOTOR CAME WITH POWER STEERING MODULE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	22837369	MODULE 6.605 N	580.00	
JOB # 1	-1	22837369	CORE RETURN	100.00	-100.00
JOB # 1 TOTAL PARTS				480.00	
JOB # 1 TOTAL LABOR & PARTS				732.99	

J# 2 06CVZ3 NC 27PT INSPECTION TECH(S): 300260 0.00
 27 POINT INSPECTION
 CUSTOMER LOYALTY PROGRAM
 PERFORM COMPLETE 27 POINT INSPECTION

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

J# 3 33CVZ07 AUTO TRANS CAMPAIGN TECH(S): 300260 WARRANTY
 14152 Product Safety Recall Automatic Transmission Shift
 NO REPAIRS MADE AT THIS TIME. NO GUIDELINES FOR REPAIRS ON RECALL AT THIS POINT

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	EDF	EDF		1.00
JOB # A	12	ENVIROMENTAL FEE		20.00
TOTAL - MISC				21.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

Any warranties on the products sold hereby are those of the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY MONIES, CB RADIOS, CB ANTENNAS, ANY MUSIC DEVICES, ANY OTHER ELECTRONIC DEVICES, CELLULAR PHONES, CELLULAR ANTENNAS OR ANY PERSONAL ITEMS LEFT IN VEHICLE.

TERMS: STRICTLY CASH, DEBIT CARD OR APPROVED CREDIT CARD.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries please call 281-351-8211 ext. 5477.

When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution.



PARKWAY CHEVROLET LLC
25500 SH 249
TOMBALL, TX 77375
(281) 351-8211

TELEPHONE NO.: 281-351-8211
FAX NO.: 281-290-8308



25500 S.H. 249 • Tomball, TX 77375
281.351.8211 • Fax 281.290.8308
parkwaychevrolet.com

SALE
DATE: 08/09/14 TIME: 4:5900
MO: 09. 14 08:14
AUTH: 009720
TRAN SEQ #: 007769

APPROVAL 009220

ADVISOR	JORDAN SILVERNAIL	TAG NO.	301927	1155	INVOICE DATE	08/08/14	INVOICE NO.		
LABOR RATE		LICENSE NO.		MILEAGE	88,912	COLOR		STOCK NO.	
YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU/				DELIVERY DATE		DELIVERY MILES		
VEHICLE I.D. NO.	1G1ZS58F27F				SELLING DEALER NO.		PRODUCTION DATE		
F.T.E. NO.					P.O. NO.		R.O. DATE	08/06/14	
PHONE					COMMENTS				

MO: 88912

HAVE A NICE DAY!

CUSTOMER COPY

SS **

PARTS DESIGNATED WITH AN ASTERISK [*] INDICATE LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY
*****GOODWRENCH SERVICE PLUS*****
REMANUFACTURED OR REFURBISHED PARTS MAY BE USED IN THE
REPAIRS OF YOUR VEHICLE. THESE PARTS CARRY THE SAME
WARRANTIES AS ALL STANDARD GM PARTS.

CUSTOMER SIGNATURE

TOTAL LABOR.... 252.99
TOTAL PARTS.... 480.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 21.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 41.25

TOTAL INVOICE \$ 795.24

Any warranties on the products sold hereby are those of the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Pinehurst, TX



NORTH HOUSTON TX 773

11 FEB 2015 PM 2 L



Administrator, NHTSA
1200 New Jersey Ave. S.E.
Washington, D.C. 20509

20509

