

CL-10691428-2127

2/10/15

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

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE.

Washington, DC 20590

Dear Administrator:

FEB 20 2015

I was told by R & T Auto Repair that I should be able to get reimbursed for this repair, since it was a safety recall issue on my vehicle. I have attached the receipt from my repair and my recall notice paperwork that was sent to me.

[REDACTED]

Three Rivers, MI [REDACTED]

[REDACTED]

NM
22715
SMD

September 2014

[REDACTED]
Three Rivers, MI [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 2005 model year Chevrolet Classic. 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 2005 model year Chevrolet Classic, VIN 1G1ND52FX5M [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.

The GM logo, consisting of the letters "GM" in a white serif font inside a black square.

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?

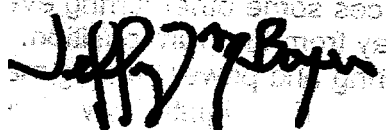
You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only 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

R & T Auto Repair South

"Quality Service at a Fair Price"

Invoice

Bill To [REDACTED]
Mi
USA

Phone [REDACTED]

Plate [REDACTED]
Description Tan 2005
Make Chevrolet Classic/malibu Clssc
Engine 4-134 2.2L DOHC
Odometer 145,960
VIN 1G1ND52FX5M [REDACTED]

PO # N/A
Work Order # [REDACTED]
Invoice # [REDACTED]
Svc Advisor Reimer, Carrie
Technician Tulla, Dale

Invoice Date Dec 11 2014
Appointment Dec 10 2014 1:17 pm
Promised Dec 10 2014 3:47 pm

Inspections Performed

30 Point Preventative Maintenance Inspection

Services Performed

Diagnose For Ignition Not Shutting Off

Replace Ignition Starter Switch

Ignition Starter Switch

Labor

1.00 Units

\$98.72 / Unit

\$98.72 S

\$175.00 *

Sub

\$273.72

Invoice Totals

Total Labor

\$175.00

Total Parts

\$98.72

Total Before Taxes & Miscellaneous Charges

\$273.72

(*) Shop Supplies

\$10.50 S

(S) State Sales Tax

6 %

\$6.95 S

Totals

\$291.17

Invoice Comments

To Your Rescue- Thank You- If Your Happy With Our Service Tell A Friend. If Not Tell Us. Warranty period: 12months or 12,000 miles.

Customer Signature: _____

[REDACTED] paid \$200.00 by Cash.

[REDACTED] paid \$91.17 by Check.

1000 W. Michigan, Three Rivers, Michigan, 49093
269-858-3008 rtauto@chartermi.net Repair Facility #163736

[REDACTED]
Three Rivers, MI [REDACTED]

GRAND RAPIDS MI

12 FEB 2015 PM 4:11



National Highway Traffic Safety Adm.
1200 New Jersey Avenue, S.E.
Washington, DC 20590

20590

