

CEL-10691432-3581

February 11, 2015

Administrator, NATIONAL Highway Traffic
Safety Administration
1200 New Jersey Avenue, SE,
Washington, DC 20590

The NATIONAL Highway Traffic Safety
Administration Campaign ID Number
for this recall is 14V261 :

FEB 23 2015

I, [REDACTED] Am writing this letter because I AM
unhappy with my purchase of my Chevy Aveo 2004.
From the time I purchased the car for \$6000.00,
it was nothing but a problem for me. I complained
of burning smells coming from the car, but the dealer
Pat O'Brien Chevrolet 2810 Bishop Road, Willoughby
Hills, OH 44092 said there was nothing wrong
with the car. I took it for repairs several
times and the car was recalled in July 2014
and they just now getting the parts February 2015.
The car is no longer working, and I am on the
bus. Can you check into this matter and see if you
can help me.

Sincerely
[REDACTED]

ET
3215
SMD



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

IMPORTANT SAFETY RECALL



14093 KL1TJ62654B 13 0013106

CLEVELAND, OH



July 2014

Dear

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 2004 model year Chevrolet Aveo 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 2004 model year Chevrolet Aveo, VIN KL1TJ62654B
- Your vehicle is involved in GM safety recall 14093.

Why is your vehicle being recalled?

Heat generated within the headlamp switch or daytime running lamp (DRL) module, which are both located on or near the left side of the steering column, could melt the headlamp switch or DRL module and cause a fire.

What will we do?

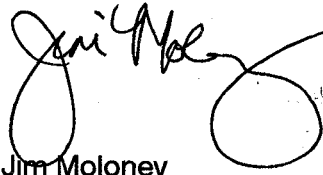
PARTS ARE NOT CURRENTLY AVAILABLE. We are working as quickly as possible to correct this condition. When a repair and parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. This service will be performed for you at **no charge**.

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).

GM

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 #14093





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

IMPORTANT SAFETY RECALL



14093 KL1TJ62654B 13 0020907

CLEVELAND, OH



February 2015

This notice applies to your vehicle, VIN: **KL1TJ62654B**

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2004 model year Chevrolet Aveo was involved in GM recall 14093. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2004 model year Chevrolet Aveo 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

- Your vehicle is involved in GM recall 14093.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

A metal oxide semiconductor field effect transistor (MOSFET) within the daytime running lamp (DRL) module, which is located under the instrument panel, may operate in an unintended state due to external cause. While in this state, if the over temperature protection circuit and heat sinking capability of the DRL module do not adequately protect the DRL module, the DRL module could melt and cause a fire.

What will be done?

Your Chevrolet dealer will install a revised DRL module, inspect the wiring connector for heat damage, and clean the DRL circuit grounds. 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 inspection and service correction time of approximately 35 minutes.

What should you do?

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

GM

**Did you already
pay for this
repair?**

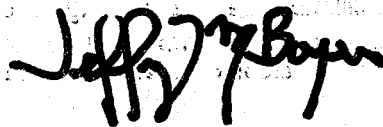
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. 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 form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, 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 14V261.

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



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14093



14093

**General Motors Product Field Action
Customer Reimbursement Request Form**

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

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: _____

Please provide this request form and the required documents to your General Motors dealer for processing. 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

PAT O'BRIEN

CHEVROLET

2810 Bishop Road • Willoughby Hills, OH 44092
Phone (440) 585-9300

PAGE 1 OF 1

AMOUNT PAID BY COMMENT 182511
6,767.88 [REDACTED] [REDACTED] MARSH/WILSON

[REDACTED]
RICHMOND HTS OH [REDACTED]
[REDACTED]

TOTAL RECEIVED: \$6,767.88

DATE-TIME: 06FEB2010 17:54

CASHIER: TALIA1

LOCATION: 1

CASH DRAWER:

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	[REDACTED]	6,767.88		
		1	[REDACTED]	-6,767.88	512680	

Sale

PAT O'BRIEN

CHEVROLET

2810 Bishop Rd • Willoughby Hills, OH 44092

CHRIS MARSH

Sales & Leasing Consultant

cmarsh@patobrienchevy.com
www.patobrienchevy.com
(440) 585-9300 EXT. 1050
VM (216) 773-0069



EQUINOX
AN AMERICAN REVOLUTION

CASH
RECEIPT

FILE COPY

CUSTOMER #:

INVOICE

PAT O'BRIEN

CHEVROLET

 2810 Bishop Road · Willoughby Hills, OH 44092
 Phone (440) 585-9300

RICHMOND HTS, OH

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 1007 DOMINIQUE DANKO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK/Black	04	CHEVROLET AVEO	KL1TJ62654B		69411/69411	T869	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS							
06FEB10 DD			WAIT 22FEB10			CASH	22FEB10
R.O. OPENED	READY	OPTIONS:	STK				ENG:2.2 LITER MFI

13:55 22FEB10 16:05 22FEB10

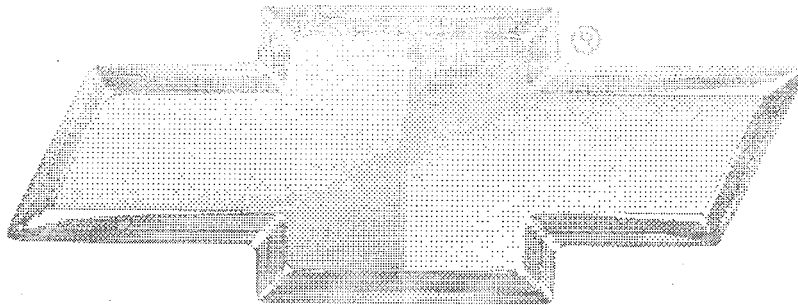
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S THAT THERE IS ABURNING SMELL COMING FROM VENTS

NPF NO PROBLEM FOUND AT THIS TIME

	175	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

69411 CHECK BLOWER FOR BURNT WIRES - NO PROB FOUND



WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to % of the total labor cost, not to exceed \$_____, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

United Towing Services, Inc.
 3929 Superior Ave. • Cleveland, OH 44114
 Professional 24-Hour Towing Service By:

☐ Action (216) 429-1243
☐ Knights (216) 291-1664
☐ Premier (216) 738-1277
☐ Baker (216) 361-0690
☐ _____ () _____

INVOICE NO.

Lot/Slot No.

Date *7/19/10*

A.M.
P.M.

P.O. No.

R.O. No.

Time Comp.

Dealer

Time Disp.

By

Total Time

Customer

P

Address

Lic. No.

Odometer

Vehicle Type

Chery Auto

Unit No.

511

Serial No.

Trouble

W/B

Location

Auto S.C.

Truck No.

TYPE OF SERVICE

AMOUNT

Driver No.

Customer Towing

Mileage - End

Hook-Up Fee

Mileage - Start

Mileage Fee

Total Mileage

Paid - Out Charge

I hereby certify the company specified above to tow this vehicle and acknowledge that said company will not be responsible for personal articles or in case of fire or theft.

Road Service

Parts

I hereby instruct you to service my disabled vehicle, and I am assuming full responsibility for any resulting damages.

Storage

Additional Fee

Sales Tax

X

Date

Total

5.00

ALL AUTO & TIRE



COMPLETE REPAIR SERVICE

Invoice No.



Page 1

Order Date 07/19/10 05:44 pm

Paid: 07/19/10 05:49 pm

Ask about our loyalty program!

22781 Shore Center Drive

Euclid, OH 44123

Phone: (216)289-0668 FAX: 216-289-8282

[Redacted]
Euclid Oh [Redacted]
Home Phone: [Redacted]
Wk: [Redacted]

04 CHEVROLET AVEO BLACK

Lic: [Redacted]/OH L4Cyl 1.6

Vin: KL1TJ62654B [Redacted]

Eq: AT AC PS FI

Profile:

Quotes

1 07/19/10 05:50pm 67.88

SHERIA in person.

Job01 BATTERY CHARGE

\$60.00

PLACE BATTERY ON THREE HOUR TRICKLE CHARGE AND TEST.

INSPECTED AND TESTED BATTERY CHARGED BATTER CHECKED STARTER AND ALTERNATOR

Status: Not started Tech: J.G.

*PAYMENT DUE, IN FULL, AT TIME VEHICLE IS PICKED UP UNLESS OTHERWISE ARRANGED. IF THE VEHICLE IS NOT PICKED UP WITHIN 1 WEEK OF THE COMPLETION DATE, THERE WILL BE A STORAGE FEE OF \$7.00 PER DAY THEREAFTER.

*Estimate: You have the right to an estimate if the expected cost of repairs or services will be more than twenty-five (\$25.00). We thank you for allowing to service your vehicle. we look forward to seeing you in the future.

*12 MONTH, 12,000 MILE WARRANTY PARTS & LABOR

**NO WARRANTY ON USED PARTS, USED TIRES, OR CUSTOMER SUPPLIED PARTS UNLESS OTHERWISE STATED IN THE TASK DESCRIPTION.

*I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PUPOSES OF TESTING, INSPECTION, OR DELIVERY AT MY RISK. AN EXPRESS MECHANICS LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS UNDERSTOOD THAT YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNATURE

Payments to All Auto & Tire

Status: Paid Work Order

Payments: \$67.88

1 07/19/10 67.88 Cash

T=80.00C=12.12

Cost Summary

Labor	60.00
Parts	0.00
SHOP SUPPLIES	3.00
Subtotal	63.00
Tax	4.88
Total	\$67.88
Payments	67.88
Bal Due	0.00

Thank you for choosing All Auto & Tire

REPAIR ORDER

DANNY'S AUTO SERVICE

18515 Euclid Ave. • Cleveland, Ohio 44112 • (216) 486-9817

Name [REDACTED]

Address [REDACTED]

Phone No. [REDACTED] Date 2/3/11

Speedometer Reading _____ Serial No. _____

2008 AVEO LIC. BE NO. AND STATE _____ MOTOR NO. _____

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
LUBRI-CATE ☐	CHANGE OIL ☐	
	FLUSH TRANS. ☐	
	FLUSH DIFF ☐	
	WASH ☐	
	POUSH ☐	
	<u>Now in</u>	
	<u>REPAIR TO START Run</u>	
	<u>No BATTERY POWER</u>	
	<u>Replace 100 Amp Fuse</u>	
	<u>" Fuse ECM + Ignition</u>	
	<u>" Roding Fuse</u>	
	<u>to Get Running</u>	
	<u>& Bunkit for Battery</u>	
	<u>Check Fuses</u>	
	<u>Howing</u>	
RETAIN PARTS FOR INSPECTION ☐	DISCARD PARTS ☐	Total Labor
ESTIMATE AMOUNT PARTS AND LABOR		Total Parts
Revised Estimate	TIME BY	Gas, Oil, Grease
Revised Estimate		Accessories
		Tires, Tubes
ESTIMATE TOTAL ►		Outside Work
Serial, and hereby grant you and/or your employees permission to use the purpose of testing and/or inspection. An express mechanic's is there.		TOTAL
		TAX
		TOTAL AMOUNT
Date Promised _____		
Date Delivered _____		

Notes:

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by X

Date Promised

Delivered to

Date Delivered

TOTAL	217.92
TAX	16.88
TOTAL AMOUNT	

~~254.80~~

Buch's Auto Service
216-732-9400

79.99



[illegible]



OH NATL TIRE & BAT # 538
27401 CHARDON RD
WILLOGHBY HILLS OH 44092

* * E S T I M A T E * * Page 1
Order Number -
Date/Time In..... 06/08/11 14:53:40
Est.Time Completion. 06/08/11 15:48:00

OIL LEVEL: Checked Empl#
Verified Empl#
Lug Torque: Actual
Checked Empl#
88 Verified Empl#
Tire Infl F-30 R-30 TPMS Y N

2004 CHEVROLET AVEO

Tag: St: OH Mileage: 74311
Engine: Vin: KL1TJ62654B

Customer: PO#:

Ship To:

RICHMOND HTS OH

Opening Salesperson 12980702

Home#

Work#

Addl Repairs may be authorized by

Phone#

Item Number	Item Description	Qty	Price Each	Extended
XPBR	FRONT ROTORS	2	59.99	119.98
	New			
XPBR	FRONT PADS	1	74.99	74.99
	New			
FBI	Front Brake Install	1	99.99	99.99
	6 Month Warranty on Labor			
PA	Price Adjustment	1-		
mpsc	Service Promotion	1-	20.00	20.00-

IF YOU HAVE A QUESTION OR CONCERN PLEASE SPEAK
TO OUR STORE MANAGER, MITCHELL A. PHILLIPS
AT (440) 944-6644

Charlie

481-1762

Total Charges.. 294.96
Total Credits.. 20.00-
Sub-Total..... 274.96
New Tire Fees** .00
Shop Fees* 29.50
All Taxes..... 19.03

Net Amount..... 323.49
This is not an Invoice **
Do Not Pay from this Form

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR
SERVICES WILL BE MORE THAN TWENTY FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE
ORAL ESTIMATE
NO ESTIMATE

SIGNED

FREE ESTIMATES UNLESS DIAGNOSTICS OR TEARDOWN REQUIRED

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS ON THE REVERSE
"CUSTOMER COPY" OF THIS FORM. WE USE BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.

I DO DO NOT WANT MY PARTS RETURNED (CUSTOMER INITIALS)

PAYMENT METHOD CASH CHECK VISA M/C AMEX DISCOVER A/R STORE CC

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS. SHOP SUPPLIES OR WASTE
DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

CUSTOMER COPY

12,000
1 YEAR
Warranty

Euclid Auto Service

26050 Euclid Ave.
Ohio, 44132. Euclid

Phone - 216-732-9400 Fax - 216-732-5900

INVOICE

Org. Est

Master technician

INVOICE

Print Date : 02/14/2012

2004 Chevrolet - Aveo LS

Cleveland, OH

Cellular

Cust ID :

Lic # :

Unit # :

Vin # :

Hat # :

Odometer In :

Ref # :

Part Description / Number	Qty	List	Extended	Labor Description	Extended
Rotors				Remove and replace front rotors and pads.	79.99
Rotor	2.00	36.43	72.86	Symptom: Front brakes	
Set of ceramic brake pads.					
Pads	1.00	44.33	44.33		
Brand new right front caliper					
rifrcalpp	1.00	127.18	127.18		
Brake fluid, pint					
Brfl	1.00	7.50	7.50		
Shop Supplies		26.22	26.22		

Labor
+ 700
\$1000

PM Towing
216-481-8822
8:00-5:00
\$50

[Technicians : James ,]

Org. Estimate \$385.83

Revisions \$0.00

Current Estimate \$ 385.83

Additional Cost

Revised Estimate

Labor:	\$79.99
Parts:	\$278.09
Sublet:	\$0.00
Sub:	\$358.08

Tax:	\$27.75
Total:	\$385.83
Bal Due:	\$305.83

[Payments - Cash - \$ 80.00]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE.....

Date..... Time.....

<none>

WILSON AUTO CLINIC
201 E. 228TH ST
EUCLID, OHIO. 44123
Phone - 216-732-3000 Fax - 216-732-8990

INVOICE

Org. Est.

INVOICE

Print Date : 05/02/2013

Cleveland, OH

Home

Cust ID :

Ref # :

2004 Chevrolet - Aveo

1.6L, In-Line4, VIN (6)

Lic # :

Unit # :

Vin # :

Hat # :

Odometer In :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Replace and Installed front rotors - passenger and drivers front				DIAGNOSTICS - ABS Light on code #P0042	20.00
FED	1.00	129.00	129.00	Hazardous Materials	5.96
Shop Supplies		2.98	2.98		

[Technicians : Please Select, Technician]

Org. Estimate \$170.18 Revisions \$0.00 Current Estimate \$ 170.18 Additional Cost Revised Estimate

Labor:	25.96
Parts:	131.98
Sublet:	0.00

Sub:	157.94
Tax:	12.24
Total:	170.18
Bal Due:	\$0.00

[Payments - Cash - \$170.18]

WE FIX WHAT OTHERS REPAIR

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Apply for
Reposs title

After a certain
length in time

21st

\$126 ~~75~~

\$12 day

40 + 48 bus

Miller Recovery Services

4500 Lee Rd

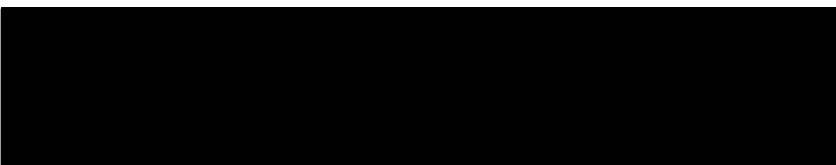
Cleveland Ohio 44128

216-662-1200

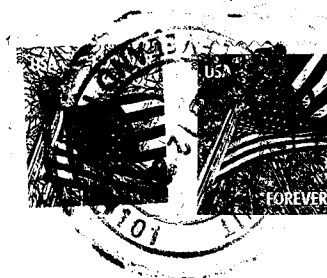
216-785-8450

Payment of Tow \$90

Storage \$12 per day



Richmond Hts, OH 44126



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