

February 18, 2015

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

General Motors, Inc.
Attn: Mary Barra - CEO
Renaissance Center
Detroit MI

Re: 2011 Chevrolet Malibu, VIN-1G1ZC5E14BF [REDACTED] purchased new

FEB 27 2015

Dear Ms. Barra,

I wish to highlight the trials/travails of a loyal GM customer as relates to the above vehicle. Before I outline the situation let me share that we have/had many new GM vehicles as itemized below (all purchased through the same dealer – Gary Lang Auto Group or their immediate predecessor – Harborside Pontiac – both in McHenry IL) – we also owned many used GM vehicles not purchased at these dealers:

- 1986 Pontiac Fiero - traded in (for the 1998 Pontiac Grand Prix) at 108,000+ miles – may still be on the road – what a great vehicle
- 1995 Pontiac Bonneville – donated after providing 212,000+ miles of dedicated service
- 1998 Pontiac Grand Prix – donated after providing 227,000+ miles of dedicated service
- 2005 Chevy Equinox – still in the garage with 113,000+miles
- 2011 Chevy Malibu – still in the garage with 76,000+ miles

What happened with the Malibu? When the vehicle was less than one year old (we purchased the vehicle on 1/12/2011), the message appeared “SERVICE ESC”. The light then went off and stayed off for years. I had the computer checked and no codes were recorded so we did not address the issue any further.

Fast forward to early 2014, (see Invoice A) the “SERVICE ESC” light came on along with a message that stated “ENGINE POWER REDUCED” not allowing me to exceed about 35mph – while the engine was running very roughly, seemingly ready to stall. Additionally, the TRACTION CONTROL was also rendered inoperable. The vehicle was now out of warranty and the failure occurred within a mile of the shop that takes care of our vehicles and has for over 3 decades.

Following is the sequence of events supported by 4 invoices (attached for your review and marked A, B, C or D), each to be briefly explained:

- Invoice A (2/10/2014) – The shop read the code (P2135), replaced the Accelerator Position Sensor and did other maintenance type work. Codes were reset and all seemed to be in order. Part charge was \$120.00 and

NAM
3415
SMD

labor was \$135.00 with a total of **\$255.00** – (I am using the labor amount from Invoice B as there was other work performed on Invoice A).

- Invoice B (1/6/2015) – same issue and same code (P2135), the “SERVICE ESC” light came on, ENGINE POWER REDUCED, no Traction Control and I nursed the vehicle to the same shop – they replaced the part under warranty but labor was **\$135.00**.
- Invoice C (1/8/2015) – same issue and same code (P2135) 2 days later. We cleaned the THROTTLE BODY, checked (visually plus with a diagnostic tool) the Accelerator Position Sensor, reset the code and determined that if we have a recurrence, additional diagnostics were needed. The shop performed the service at **no charge** but cautioned that if this occurs again, it may require the installation of the THROTTLE BODY ASSEMBLY. That was the next item to check and if that was not the solution, we would need to check all the sensors and/or perform a diagnostic on the computer which would not be cheap. Would perhaps require new sensor(s), computer upgrade/replacement – all would be expensive.
- Invoice D (1/12/2015) – same issue and same code (P2135) 4 days later. Now the THROTTLE BODY ASSEMBLY was changed for a parts charge of \$200.00 and labor of \$120.00 with a total of **\$320.00** (I am not including the miscellaneous small charges). We crossed our fingers and I drove away knowing the next occurrence would require more charges related to sensor(s) and/or the computer.

While all of the last three occurrences (1/6/2015 – 1/12/2015) were in process, we (shop and I) did some research to determine what is causing this situation to determine next step(s) should that be needed. What we discovered is that the 2011 Malibu is not the only GM vehicle that has a record of this problem – all seemingly pointing to the ACCELERATOR POSITION SENSOR and/or the THROTTLE BODY ASSEMBLY. Also, we were warned that when this occurs, there is a drastic power loss preventing maintaining normal traffic speeds and the TRACTION CONTROL safety feature would not be functioning.

Fortunately, again, I was in town when this occurred and was able to nurse the vehicle into the shop. Had this happened at Interstate speeds, I would have been a hazard on the road. Since this seems, per what we read, a common issue with this vehicle and many others in the GM product line, I ask for consideration in compensation us for the costs of the repairs as summarized below:

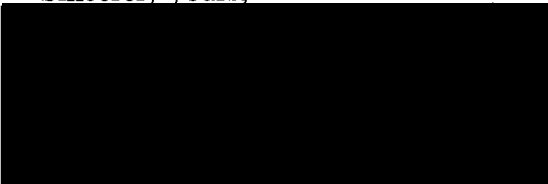
• Invoice A	\$255.00
• Invoice B	\$135.00
• Invoice C	N/C
• Invoice D	\$320.00
• Total	\$710.00

Why did I wait this long (Invoice D is dated 1/12/2015) to send something to your attention? I wanted to confirm that this was the repair. I have driven over 1 month and almost 2,000 miles with no "SERVICE ESC" light drawing my attention to the dashboard, having to suddenly deal with a vehicle that is moving very slowly and no TRACTION CONTROL feature during our typical Illinois winter weather.

Why do I make this request? Fortunately, I was never on the Interstate when the problem originally surfaced and then resurfaced. Had that been the case, the safety aspect of the sudden deceleration, no TRACTION CONTROL and the ability to not to be able to maintain traffic speed would have been a hazard for myself plus all those sharing the road at that time.

Also, from all the research, this is hardly an uncommon problem spanning many years and many GM product groups – not certain if it qualifies for a recall but that may be the next step to consider. When the problem occurs, the affect is quite unnerving to the driver and risking others on the road. I thank you for your attention in this matter.

Sincerely yours,



McHenry IL

Enclosures (4)

CC: NHTSA ✓

MORRIE AND SONS, INC.

5110 WEST ELM ST.
MCHENRY, IL. 60050

Phone - (815)385-2266 Fax - (815)385-2342

A

INVOICE

Resale#2218-2438

50 YEARS OF SERVING THE COMMUNITY

Print Date : 02/10/2014

Mc Henry, IL
Cellular
Cust ID :

2011 Chevrolet - Malibu

2.4L, In-Line4, VIN (1)

Lic # :

Odometer In : 60000

Unit # :

Vin # :

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
SHOP SUPPLIES				HAZARDOUS WASTE MATERIAL	5.63
SHOP	1.00	10.00	10.00	CHECK ENGINE AND ALL OTHER LIGHTS ARE ON, RUNS BAD ALL OF A SUDDEN.	235.00
ACCELERATOR POSITION SENSOR ASSY.				SCAN COMPUTER SYSTEM HAD CODE P2135 ACCELERATOR PEDAL POSITION SENSOR.	
SU9415	1.00	120.00	120.00	REMOVE AND REPLACE ACCELERATOR PEDAL ASSEMBLY. CLEAR AND RELEARN COMPUTER SYSTEM. TEST DRIVE OK NOW.	
FUEL INJ CLEANER 6600	1.00	15.00	15.00	CLEAN AIR FILTER, THROTTLE BODY & FUEL INJECTION. FILL FLUIDS. REMOVE THROTTLE BODY TO CLEAN IT RIGHT.	
CARB. CLEANER 99	0.50	6.50	3.25		

[Technicians : BUSZEK, JERRY]

Org. Estimate \$400.00 Revisions \$0.00 Current Estimate \$ 400.00 Additional Cost Revised Estimate

Labor:	\$240.63
Parts:	\$148.25
Sublet:	\$0.00
Sub:	\$388.88
Tax:	\$11.12
Total:	\$400.00
Bal Due:	\$400.00

[Payments -]

In calculating Labor Costs, this shop uses a combination of industry flat rate time manuals, actual time, or cond of the vehicle to determine labor costs. Labor is warrantied for 90 days or 4000 miles, which ever comes first. I hereby authorize the above repair work to be done along with the necessary materials. You and your empl. may operate above veh. for purposes of testing, insp. or delivery at my risk. An express mechanics lein is hereby acknowledged on above veh to secure the amount of repairs thereto.

SIGNATURE.....
KETCHUM, LAINIEK

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

MORRIE AND SONS, INC.
 5110 WEST ELM ST.
 MCHENRY, IL. 60050
 Phone - 815-385-2266 Fax - 815-385-2342
 50 YEARS OF SERVING THE COMMUNITY

B

INVOICE
 Org. Est. # [REDACTED]
 Resale#2218-2438

INVOICE

Print Date : 01/06/2015

[REDACTED]
 Mc Henry, IL [REDACTED]
 Cellular [REDACTED]
 Cust ID : [REDACTED]

2011 Chevrolet - Malibu
 2.4L, In-Line4, VIN (1)
 Lic # : [REDACTED]
 Unit # :
 Vin # :
 Hat # :

Odometer In : 61500

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
SHOP SUPPLIES				HAZARDOUS WASTE MATERIAL	4.25
SHOP	1.00	10.00	10.00	CHECK HAD CODE P2135 AGAIN	135.00
THROTTLE POSITION SENSOR				ACCELERATOR SENSOR SO REPLACE PART	
WARRANTY				THEN RESET COMPUTER SYSTEM. TEST	
SU9415	1.00			DRIVE OK NOW. HALF LABOR.	

[Technicians : KETCHUM, MITCH]

Org. Estimate \$150.00 Revisions \$0.00 Current Estimate \$ 150.00 Additional Cost Revised Estimate

Labor: 139.25
Parts: 10.00
Sublet: 0.00

Sub: 149.25
Tax: 0.75
Total: 150.00
Bal Due: \$150.00

[REDACTED SIGNATURE]

[Payments -]

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

MORRIE AND SONS, INC.
 5110 WEST ELM ST.
 MCHENRY, IL. 60050
 Phone - 815-385-2266 Fax - 815-385-2342
 50 YEARS OF SERVING THE COMMUNITY



INVOICE
 [Redacted]
 Org. Est [Redacted]
 Resale # 2218-2438

INVOICE

Print Date : 01/08/2015

[Redacted]
 Mc Henry, IL [Redacted]
 Cellular [Redacted]
 Cust ID : [Redacted]

2011 Chevrolet - Malibu LT
 2.4L, In-Line4, VIN (1)
 Lic.# : [Redacted] Odometer In : 61550
 Unit # :
 Vin # : 1G1ZC5E14 BF [Redacted]
 Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				CHECK ENGINE LIGHT ON CODE P2135V AGAIN SO CLEAN THROTTLE BODY & RESET IF IT COMES BACK IT WILL NEED A NEW THROTTLE BODY PLT ABOUT \$360	N/C

[Technicians : KETCHUM, MITCH]

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

Labor:	0.00
Parts:	0.00
Sublet:	0.00

Sub:	0.00
Tax:	0.00
Total:	0.00
Bal Due:	\$0.00

[Payments -]

In calculating Labor Costs, this shop uses a combination of industry flat rate time manuals, actual time, or cond of the vehicle to determine labor costs. Labor is warrantied for 90 days or 4000 miles, which ever comes first. I hereby authorize the above repair work to be done along with the necessary materials. You and your empl. may operate above veh. for purposes of testing, insp. or delivery at my risk. An express mechanics lein is hereby acknowledged on above veh to secure the amount of repairs thereto.

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

Written By: KETCHUM, MITCH

MORRIE AND SONS, INC.
 5110 WEST ELM ST.
 MCHENRY, IL. 60050
 Phone - 815-385-2266 Fax - 815-385-2342
 50 YEARS OF SERVING THE COMMUNITY



INVOICE
 Org. Est. # [REDACTED]
 Resale#2218-2438

INVOICE

Print Date : 01/12/2015

[REDACTED]
 Mc Henry, IL [REDACTED]
 Cellular [REDACTED]
 Cust ID : [REDACTED]

2011 Chevrolet - Malibu LT
 2.4L, In-Line4, VIN (1)
 Lic # [REDACTED] Odometer In : 74600
 Unit # :
 Vin # : 1G1ZC5E14 BF [REDACTED]
 Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
NEW THROTTLE BODY ASSEMBLY 1YR.	1	200.00	200.00	HAZARDOUS WASTE MATERIAL	5.00
SHOP SUPPLIES				CHECK LIGHT ON AGAIN THEN REPLACE THROTTLE BODY ASSEMBLY & RELEARN COMPUTER SYSTEM. SHOULD BE GOOD NOW.	120.00
SHOP	1.00	9.30	9.30		

Cost

[Technicians : KETCHUM, MITCH]

Org. Estimate \$350.00 Revisions \$0.00 Current Estimate \$ 350.00 Additional Cost Revised Estimate

Labor:	125.00
Parts:	209.30
Sublet:	0.00
Sub:	334.30
Tax:	15.70
Total:	350.00
Bal Due:	\$350.00

[Payments -]

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

McHenry, IL



NHTSA HEADQUARTERS
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON, D.C. 20590