

CL-10694537-5202

February 24, 2015

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

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

MAR 10 2015

Dear Administrator:

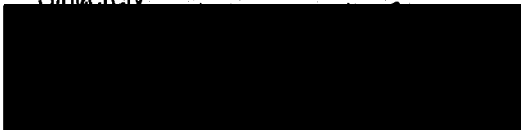
In June of 2014 I was having problems with my 2009 Chevrolet Malibu. It was not running smoothly. It seemed to have a jerking motion and felt like it was going to stall. My ESC light kept appearing on and off. Not knowing what was wrong with the car, we took it to a local dealer several times. At first they could not find the problem and after repeated times in the shop they did some repairs to it on 6/27/14. A copy of the repairs at a cost of \$107.77 is attached.

After these repairs were made, I received a recall notice on 7/18/14, indicating the reason for the recall, but that the parts were not currently available. On 9/24/14 I received a second recall notice indicating that the parts were in. However, since I had my repairs done on 6/27/14 the car seemed to be running smoothly.

I submitted my Customer Reimbursement Request form for \$107.77 on 9/29/14. I was then informed by GM on 1/9/15 that the repair performed was not covered by the recall. When I had the repairs done I was not even aware that there was a recall. I am thankful that as a result of the unknown recall my passengers and I were not hurt in any way. I believe that I should be reimbursed the \$107.77 I paid to help fix the ESC problem.

I have enclosed copies of all the pertinent paperwork. I look forward to hearing back from you and would very much appreciate being reimbursed \$107.77. This is a minimal amount compared to the possibilities of what could have happened if I had not had any work done on my vehicle.

Sincerely,



Geneva, IL 

ET
3/12/15
SMD

September 29, 2014

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Please find enclosed my Customer Reimbursement Request Form, as well as a copy of the repairs I had done to my 2009 Chevrolet Malibu, and a copy of my credit card bill as proof of payment.

I was having problems with my car before I was notified by GM that there was a recall. Repairs were done 6/27/14 and I then received my first recall notification on 7/18/14.

Please reimburse \$107.77 to [REDACTED] Geneva, IL [REDACTED]

Thank you for your prompt attention to this matter.

[REDACTED]
Geneva, IL [REDACTED]

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [REDACTED]
Street Address or P. O. Box Number: [REDACTED]
City: Geneva State: IL Zip Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Date Request Form and Supporting Documentation Submitted to Dealer: See attached letter
Vehicle Identification Number of Involved Vehicle: 1G12H57849F [REDACTED]
(17 Characters)
Mileage at Time of Repair: 47,000 Date of Repair: 6/27/14
Amount of Reimbursement Requested: \$ 107.22

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: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. 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

ACCOUNT SUMMARY

Account Number: XXXXXXXXXXXX

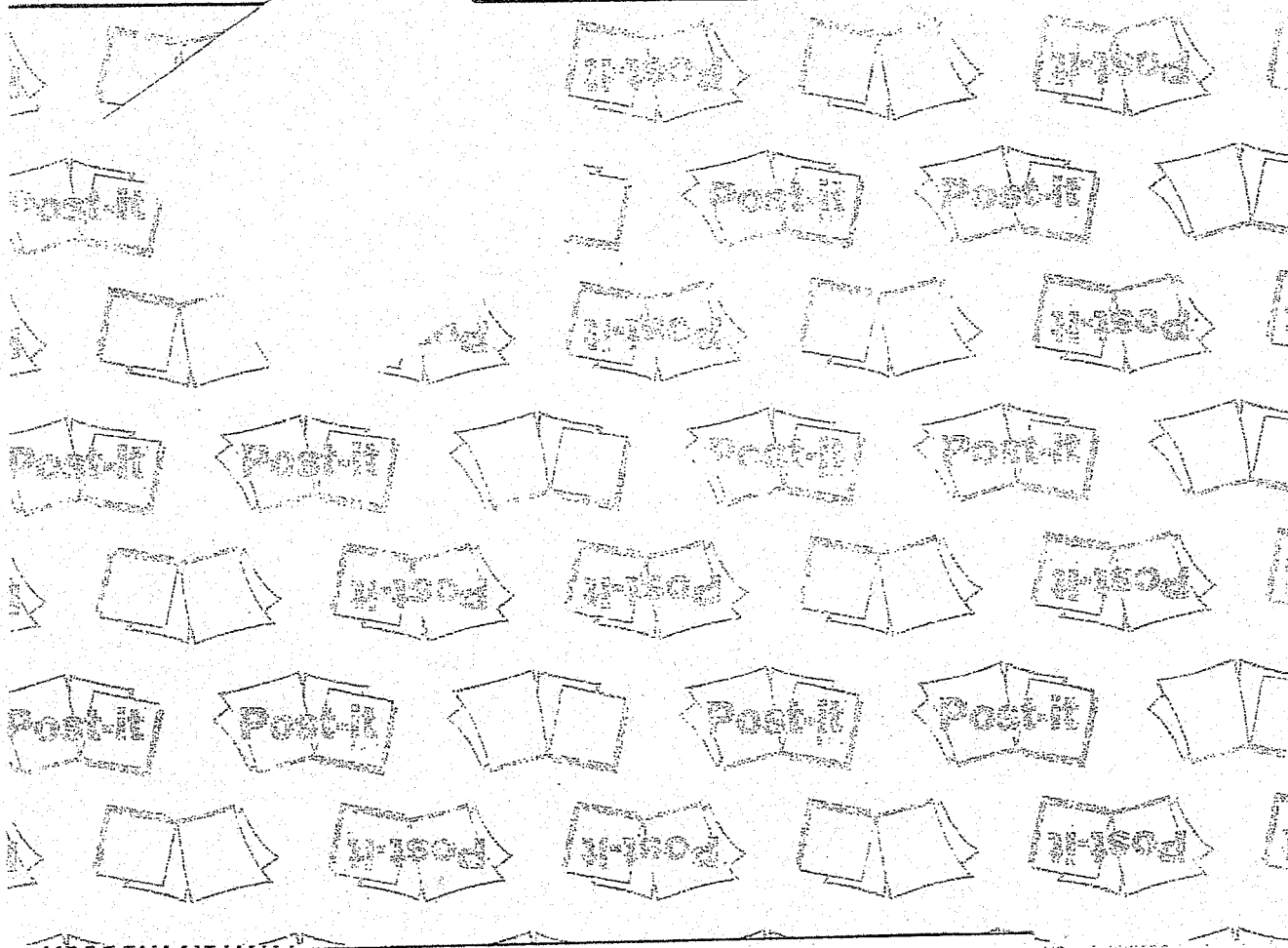
PAYMENT INFORMATION

New Balance

5790.75

Payment Due Date

08/09/14



Date of
Transact

\$ Amount

PAYME

06/19

-780.31

06/19

-10.74

PURCH

06/11

98.33 ✓

06/14

139.74

06/17

OUT -120.91 ✓

06/18

33.50

06/17

22.94 ✓

06/20

19.15 ✓

06/19

- 9.18

06/25

45.57 ✓

06/27

19.69 ✓

06/26

23.64 ✓

06/27

ACTION AUTO CLINIC ST CHARLES IL

107.77

57.90 ✓

20.00 ✓

Handwritten: 16
New York
New York

Handwritten: 107.77

Action Auto Clinic

1312 East Main Street

St. Charles, IL 60174

Ph:(630) 584-2277, Fax:(630) 584-4491

INVOICE

Page 1 of 1

6/27/2014, 5:53 PM

Estimate #

GENEVA, IL

107.77

HOME:

CELL:

ACCOUNT #:

2009 CHEVROLET MALIBU

ODOM IN/OUT: 1 / 1

3.5L V6 Cyl.

Sales: 33:CHRIS U.

Tech: 12:ART W.

Qty	Item Number	Loc	Description	ST	Each	Misc	Extended
Engine							
1	WIRE		[N]REPAIR #1 FUEL INJECTOR WIRE	R	5.00		5.00
1	LABOR		WIRE	R	99.00		99.00
12	Sub-Total Engine:				104.00	0.00	104.00

[N]=New - Non-OEM [O]=New - OEM [U]=Used [R]=Reconditioned

Parts	5.00
Labor	99.00
Shop Supplies	3.12
Sub-Total	107.12
IL State Tax	0.65
Grand Total	107.77

Thank You for Your Service

VIN# 1G1ZL57849F

I hereby Acknowledge receipt of the service and parts shown on this invoice.

CUSTOMER SIGNATURE

6/27/2014



IMPORTANT SAFETY RECALL

July 2014

7/15/14

Geneva, IL [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 all 2004-2012 model year (MY) Chevrolet Malibu, 2004-2007 MY Chevrolet Malibu Maxx, 2005-2010 MY Pontiac G6 and 2007-2010 MY Saturn Aura vehicles. As a result, GM is conducting a 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 Malibu, VIN 1G1ZH57B49F [REDACTED]
- Your vehicle is involved in GM recall 13036.
- **Parts are not currently available to repair your vehicle.**
- When parts become available, GM will notify you to schedule an appointment with your Chevrolet dealer.

Why is your vehicle being recalled?

On these vehicles, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction Control, Electronic Stability Control (ECS), and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales lights may illuminate with this condition. These conditions may increase the risk of a crash.

GM

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will attach the wiring harness to the BCM or mag beam, apply dielectric lubricant to both the BCM and harness connector and on the BAS and harness connector, and relearn the brake pedal home position. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

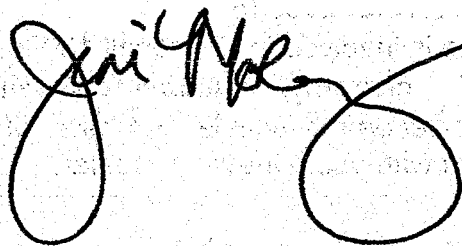
What should you do?

When GM notifies you that parts are available, you should contact your Chevrolet dealer to arrange a service appointment.

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).

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

A handwritten signature in black ink, appearing to read "Jim Moloney", with a large circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 13036



IMPORTANT SAFETY RECALL

Recd 9/24/14

August 2014

Geneva, IL [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 2009 model year Chevrolet Malibu. 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.

Previously, you were notified that your 2009 model year Chevrolet Malibu was involved in GM recall 13036. This letter is to inform you that parts are now available to repair your vehicle.

IMPORTANT

- This notice applies to your 2009 model year Chevrolet Malibu, VIN 1G1ZH57B49F [REDACTED]
- Your vehicle is involved in GM safety recall 13036.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

On your vehicle, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction control, electronic stability control, and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales may illuminate with this condition. These conditions may increase the risk of a crash.

What will we do?

Your Chevrolet dealer will attach your vehicle's wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM

and harness connector and on the BAS and harness connector, and relearn the brake pedal home position. 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 20 minutes.

What should you do?

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

Did you already pay for this repair?

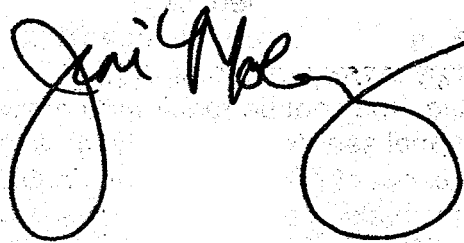
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. 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 reimbursement form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2015, 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).

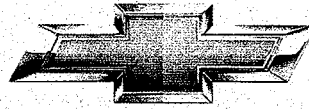
If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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 14V252.

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

Enclosure
GM Recall Number: 13036



CHEVROLET

January 9, 2015

[REDACTED]
Geneva, IL [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2009 Chevrolet Malibu. We apologize for any inconvenience you have experienced.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason for this decision is:

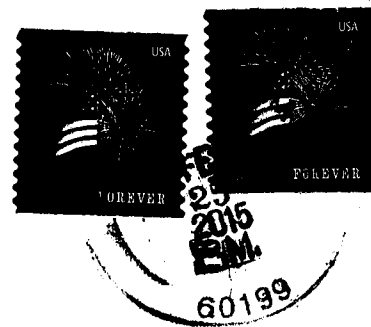
- The repair that was performed is not the repair covered by the recall.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: [REDACTED]

[REDACTED]
Geneva, IL [REDACTED]



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

03/02 [POSTNET]