


MAY 05 2015

|  |  |                                       |  |
|--|--|---------------------------------------|--|
|  <p><b>DOT Auto Safety Hotline</b><br/> <b>Vehicle Owner's Questionnaire</b><br/>         To Report Vehicle Safety Defects<br/>         1-888-DASH-2-DOT<br/>         (1-888-327-4236)<br/>         INTERNET: www.nhtsa.dot.gov/hotline</p>   |  | FOR AGENCY USE ONLY 100148            |  |
|  |  | Date Received<br>17-MAR-2015          | Repository <input type="checkbox"/><br>Reference No.<br>10694861 |
| <b>OWNER INFORMATION (Type or Print)</b>   |  |                                       |  |
| Name   |  | Daytime Telephone Number              | E-mail Address   |
| Address  |  | Evening Telephone Number              |  |
| City   | State  | Zip Code                              |  |
| THORNTON   | CO   |                                       |  |
| <p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>  |  |                                       |  |
| <b>VEHICLE INFORMATION</b>   |  |                                       |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>2G1WF52E549   |  | Make<br>CHEVROLET                     | Model Year<br>2004   |
| Date Purchased   | Dealer's Name and Telephone Number   |                                       | Fuel Type:   |
| Original Owner<br><input type="checkbox"/>   | Dealer's City  | Engine:<br>No: Cylinders              |  |
|  | State  | Zip Code                              |  |
| Transmission Type  | <input type="checkbox"/> Antilock Brakes   | Powertrain                            | Multiple Failure:  |
|  | <input type="checkbox"/> Cruise Control  |                                       | Incident Date(s)<br>15-OCT-2014                                  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>   |  |                                       |  |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM   |  | Failure Mileage<br>83817              | Failure Speed  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>  |  |                                       |  |
| Tire Make  | Tire Model (Name or Number)  |                                       | Tire Size (Example P215/65R15)                                   |
| DOT No. (Example: DOTM19ABC036)  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair | Failure Location:                     |  |
| Tire Component Code  |  | Tire Failure Type:                    |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>  |  |                                       |  |
| Make:  | Date Manufactured:   | Model No./Name:                       |  |
| Seat Type:   | Installation System:   |                                       |  |
| Child Seat Component Code:   | Failed Part:   |                                       |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br><i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>  |  |                                       |  |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No          | Number of Persons Injured<br>0        | Number of Deaths<br>0  |
|  |  | Reported to Police<br>N               |  |
| <p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br/>         Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>  |  |                                       |  |
| <p>TL* THE CONTACT OWNS A 2004 CHEVROLET IMPALA. THE CONTACT STATED THAT THE VEHICLE WAS SERVICED UNDER NHTSA CAMPAIGN NUMBER: 14V400000 (ELECTRICAL SYSTEM); HOWEVER, ONE OF THE KEYS WAS NOT REPAIRED. THE CONTACT MENTIONED THAT WHEN THE SPARE KEY WAS USED THE SECURITY LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE DEALER AND MANUFACTURER WERE MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 83,817.</p>  |  |                                       |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.  |  | ATTACH ADDITIONAL SHEETS IF NECESSARY |  |
| <p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p> |  |                                       |  |

**Ignition-linked deaths rise to 84.**

The number of eligible deaths linked to the General Motors Co. faulty ignition switch rose to 84 Monday as the number of claims still under review continued to decline.

Meanwhile, the number of confirmed injury claims rose to 157 people from 148.

Why I can't use my key

**COLORADO REGISTRATION/OWNERSHIP TAX RECEIPT**

| TYPE       | PLATE      | TAB/VAL                | VIN         |             | EXPIRE    |            |      |          |
|------------|------------|------------------------|-------------|-------------|-----------|------------|------|----------|
| PAS-GEN    | [REDACTED] | [REDACTED]             | 2G1WF52E549 | [REDACTED]  | 01/2016   |            |      |          |
| TITLE      | YR         | MAKE                   | BODY        | CWT/PAS     | T/C       | FLEET#     | FUEL | PREV EXP |
| [REDACTED] | 2004       | CHE                    | SD          | 34          | C         |            | G    | 01/2015  |
| PUR. DATE  | PUR. PRICE | ORIGINAL TAXABLE VALUE |             | BUS. DATE   | CO #      | UR/CODE    |      |          |
| 11/26/2004 | 12242.10   | 19,509                 |             | 02/13/2015  | 12        | R          | 9999 |          |
| EM. FEE    | TITLE FEE  | PRIOR O.T.             | OWN TAX     | LIC. FEE    | ROAD FEE  | BRIDGE FEE |      |          |
| 0.00       | 0.00       | 0.00                   | 3.00        | 78.77       | E 23.00   | 18.00      |      |          |
| RTO TAX    | COUNTY TAX | CITY/DIST TAX          | STATE TAX   | SPECIAL FEE | OTHER FEE |            |      |          |
| 0.00       | 0.00       | 0.00                   | 0.00        | 0.00        | 0.00      | 0.00       |      |          |
| UNIT #     | GVW        | MILES                  | HI GVW      | HC DATE     |           |            |      |          |

OWNER NAME AND ADDRESS  
 [REDACTED]  
 [REDACTED]  
 DENVER CO [REDACTED]

\*FEES IN BOLD INCLUDED IN LIC FEE  
 P/01242015/E/012017  
 JTWROS

| VALIDATION |    |            |                   | TOTAL |
|------------|----|------------|-------------------|-------|
| PAID ADAMS | 41 | 02/13/2015 | [REDACTED] R01 YA | 81.77 |

7320 Brdwy  
3-428-5656



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



2G1WF52E549 [REDACTED] 4350

Denver, CO [REDACTED]

AutoNation Chevrolet North

Tues 14<sup>th</sup> 9:00A.  
Oct. 11:30

PRESORTED  
FIRST-CLASS  
MAIL  
U.S. POSTAGE  
PAID  
GREEN BAY, WI  
PERMIT NO. 961

Ben-  
Dave-Mechanic

**FIRST-CLASS MAIL**

## **SAFETY RECALL NOTICE**

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



3-4-15 11:AM

3-301-24 98  
11:30

his key in start  
shut off

My key in-start  
shut off

Called Laura

3-10-15 11:15  
called Laura  
left message

11-25-14

2:45

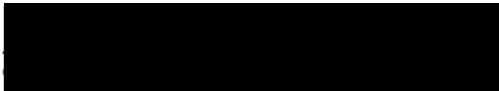
George  
Leffmessenger



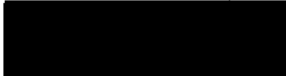
# IMPORTANT SAFETY RECALL

September 2014

*Case*



*Service  
left - part  
2-25-15  
10:45 A.M.*



Denver, CO



*Sr. advisor - Laura  
866-790-5600  
# 31551*

Dea



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 2004 model year Chevrolet Impala. 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 Impala, VIN 2G1WF52E5[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.



**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).

*Christy 12-1-14  
11 A.M.*

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

Please review this document and retain it with your vehicle's owner manual.

Supplement to the Owner Manual

This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.

**WARNING**

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,

(Continued)



Litho in U.S.A.  
Part No. 23259399

**WARNING (Continued)**

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



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filed complaint #10674861

888-327-4236 3-17-15 11:30 A.M. Anna

(877-382-4357 Fed Trade Commission)

(855-411-NO consumerfinance.gov)

att. General Reg Agency

Co Office of At Gen - Consumer Protection

720-508-6006

800-222-4444 Denver BBB org

P/n 6283

624762298  
 AN CHEVROLET NORTH  
 7520 NORTH BROADWAY  
 DENVER CO 80221  
 303 428-6656  
 WWW.AUTOATION.COM



**AutoNation**  
 AutoNation Chevrolet North

7320 NORTH BROADWAY  
 DENVER, COLORADO 80221  
 (303) 428-5656

\*INVOICE\*

PAGE 1

*George*  
*2/1/14*

Term: 16 002

Ref #: 003

SERVICE ADVISOR: 7437 JOHN WALKER

Sale

|           |              |         |                      |           |
|-----------|--------------|---------|----------------------|-----------|
| MODEL     | VIN          | LICENSE | MILEAGE IN / OUT     | TAG       |
| ET IMPALA | 2G1WF52E549  |         | 83817/83817          |           |
| EXP.      | PROMISED     | PO NO.  | RATE                 | PAYMENT   |
|           | WAIT 31DEC14 |         |                      | CASH      |
| OKED      | OPTIONS:     | DLR:    | ENG:3.4_Liter_SFI_HO | INV. DATE |
| 31DEC14   |              |         |                      | 31DEC14   |
| HOURS     | LIST         | NET     | TOTAL                |           |

Entry Method: Swiped

XXXXXXXXXX  
 MASTERCARD

12/31/14

Inv #:

Approved: Online

Dist Ref #: 700544

09:44:08

Appr Code: 05534Z

Batch#: 365001

Total: \$ 49.95

Customer Copy

S DONE SECURITY LIGHT HAS BEEN COMING ON WHILE WITH KEY THAT HAS CLAM SHELL. KEY WITH INSERT\*  
 DIAGNOSIS  
 2 49.95 49.95  
 LABOR: 49.95 OTHER: 0.00 TOTAL LINE A: 49.95  
 LURE. CUSTOMER DECLINED WORK FOR TODAY. MAY NEED

BCM AS WELL.

\*\*\*\*\*

B MULTI-POINT NOT NEEDED AT THIS VISIT  
 MULTI-N MULTI-POINT NOT NEEDED AT THIS VISIT  
 2306 CCCR 0.00 0.00  
 GBATT BATTERY TESTS GOOD  
 2306 CCCR 0.00 0.00  
 GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)  
 2306 CCCR 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

**PAID**  
 DEC 31 2014

BY: *[Signature]*

|  |   |                               |              |
|--|---|-------------------------------|--------------|
| <p><b>Thank You For Your Business!</b></p> <p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. SEE REVERSE SIDE FOR LIMITED WARRANTY ON PARTS AND SERVICE.</p> | STATEMENT OF DISCLAIMER   | DESCRIPTION                   | TOTALS       |
|  | <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, unless covered by the limited warranty, including any other implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> | LABOR AMOUNT                  | 49.95        |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)   | CUSTOMER SIGNATURE  | PARTS AMOUNT                  | 0.00         |
|  |   | GAS, OIL, LUBE                | 0.00         |
|  |   | SUBLET AMOUNT                 | 0.00         |
|  |   | MISC. CHARGES                 | 0.00         |
|  |   | TOTAL CHARGES                 | 49.95        |
|  |   | LESS INSURANCE                | 0.00         |
|  |   | SALES TAX                     | 0.00         |
|  |   | <b>PLEASE PAY THIS AMOUNT</b> | <b>49.95</b> |

Customer Copy

PARTS REQUEST

1/14/08:38:13

Page 1 of 1

A2 BIRDSELL,RICH  
/437 WALKER,JOHN  
700544 Tag: T729

Promise date: 12/31/14  
Promise time: 00:00  
WAIT

Per: [REDACTED]  
Name: [REDACTED]  
Address:  
ST, ZIP: CO  
Phone: H [REDACTED] B:

VIN: 2G1WF52E549 [REDACTED] Year: 04 Make: CHEV Model: IMPA  
Mileage: 83817  
Engine: 3.4\_Liter\_SFI\_HO Production Date:  
Transmission: Delivery Date: 09/09/03  
Axle: In-Service Date: 09/09/03  
Options:

Additional Info:

Warranty Parts Returned  Core Return

\_\_\_\_\_  
Technician's Signature

Line LbrTyp QTY Part Description

| Line | LbrTyp | QTY | Part Description                   | P/A |
|------|--------|-----|------------------------------------|-----|
| A    | CCCR   | 1   | PERF TEST 1.0                      |     |
| A    | CCCR   | 1   | B2960 PASS LOCK SENSOR FAILURE 2.5 |     |
| A    | CCCR   | 1   | MAY NEED BCM 2.0                   |     |

420 #670  
25832354 8231-44

INSTOCK -

U.S. Department  
of Transportation

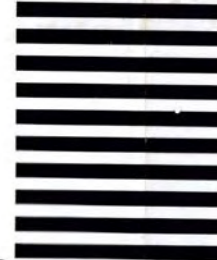
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE,  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL      PERMIT NO. 1888      WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**

