

CL-10701582-6825

11/1/2014

My name is [REDACTED]. I have been a loyal Chevrolet customer for over 20 years. I received a recall notice dated October 2014 involving a GM Recall #14116. This recall was sent over **concern about my safety and satisfaction with your products.**

Until now, I have been totally satisfied. I have loved all of the Chevys I have owned. My problem is not with the car but with how this Recall has been handled.

MAR 17 2015

Your recall advises the following will be resolved at no charge:

WHY THE RECALL: Your vehicle equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

My car was doing all of the above and at my age, the 'greater driver effort' is more like overwhelming driver effort and sometimes requires two people to steer. So by all means, I took my car in for this much needed repair.

However, upon completion of this recall repair, my car still ***'experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash'.***

In addition, the dealer advises for a diagnostic charge of \$129 they will diagnose what is wrong with my car??? And that it probably needs a motor for about \$800??? Was this just a ploy to get \$1000 from a car owner driving one of your cars that could result in a crash?

Why was this recall made if the repair did not resolve the recall problem?

Please advise!

[REDACTED]

Gainesville, Florida [REDACTED]

[REDACTED]

14116 1G1ZT63816F [REDACTED] 13 0006989

[REDACTED]

would you prefer to handle the problem before or after
an accident or lawsuit

NAM
32315
SMD



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

IMPORTANT SAFETY RECALL



14116 1G1ZT63816F 13 0006989

GAINESVILLE, FL



October 2014

Dear

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

Previously, you were notified that your 2006 model year Chevrolet Malibu Maxx was involved in GM recall 14116. 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 your 2006 model year Chevrolet Malibu Maxx vehicle equipped with electric power steering (EPS). 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 2006 model year Chevrolet Malibu Maxx, VIN 1G1ZT63816F
- Your vehicle is involved in GM safety recall 14116.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.
- If the warning message is displayed on the Driver Information Center and a chime sounds, the power steering will be lost and the vehicle will revert to a manual steering mode, which may require greater driver effort at low vehicle speeds. The power steering may return the next time the vehicle is started; however, you will still need to have your vehicle serviced when parts are available.

Why is your vehicle being recalled?

Your vehicle equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.



What will we do?

Your Chevrolet dealer will replace the torque sensor assembly. 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 1 hour and 10 minutes to 1 hour and 45 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?

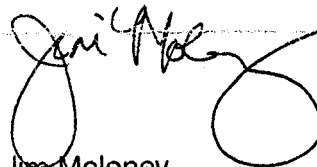
Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. 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 October 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 14V153.

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 #14116

*m/g/y
So Adviser to
contact me*



GAINESVILLE

AUTOMOTIVE



2600 N. Main St. Gainesville, Florida 32609
Phone # 352-376-7581

CUSTOMER NO. [REDACTED]	ADVISOR JEFF HURD	42664	TAG NO. 4149	INVOICE DATE 10/31/14	CELL: [REDACTED]
[REDACTED] GAINESVILLE, FL	LABOR RATE	LICENSE NO.	MILEAGE 178,826	COLOR MEDIUM GRAY	
	YEAR MAKE MODEL 06/CHEVROLET/MALIBU/4 DOOR COUPE	DELIVERY DATE 03/16/06			DELIVERY MILES 24
[REDACTED]	VEHICLE ID NO. 1G1ZT63816F	SELLING DEALER NO.			PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/31/14		
	COMMENTS				

MO: 178826

# 1 05CVZ14116 RECALL 14116 TECH(S): 7089				WARRANTY
OPEN RECALL 14116 ON VISS ELECTRIC POWER STEERING ASSIST 426110370 REPLACE STEERING SHAFT TORQUE SENSOR3 2004-2006 MALIBU, MALIBU MAX 9100455 1.1 LAST 9 DIGITS OF NEW STEERING SHAFT SENSOR .3 ADD ADJUSTABLE FOOT PEDALS				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
JOB # 1 1 23232310 SENSOR 6.552				
			JOB # 1 TOTAL PARTS	WARRANTY 0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
# 2 23CVZDECPAIR DECLINED REPAIR TECH(S): 7089				
Added Operation (3WEKENMANC @ 10/31/2014 11:02) CUSTOMER DECLINED DEALER RECOMMENDED REPAIR POWER STEERING DOES NOT ALWAYS WORK. STEERING MOTOR PROBLEM. NOT COVERED BY RECALL ESTIMATE \$800.00. REPAIRS DECLINED				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
COMMENTS SHUTTLE				

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s. 559.904(4)]

SUPPLIES: 10% of the parts and labor charge is included for supplies used on your vehicle. Such items as tape, pins, aerosprays, solvent, rags, towels, solder, wire, sealer, and etc.. are covered by this charge.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

12 MONTHS/12,000 MILES
WARRANTY ON ALL
PARTS AND LABOR
UNLESS OTHERWISE SPECIFIED.

DISCLAIMER OF WARRANTIES

LIMITED WARRANTY: THE ONLY WARRANTIES APPLYING TO THE PART(S) PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS ESTIMATE ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANUFACTURER'S POLICY. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS ESTIMATE WILL CORRECT ANY PROBLEM SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

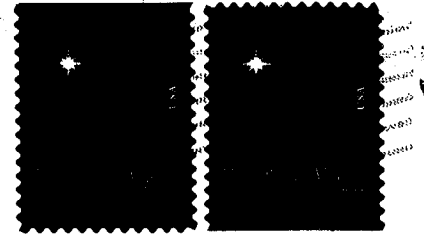
2600 N. Main St. Gainesville, Florida 32609
Phone # 352-376-7581

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Gainesville, FL

JACKSONVILLE FL 320

06 MAR 2015 PM 2 L



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

NHTS A Campaign Number 14V153

20590

