

Chevrolet of Puyallup

Puyallup Chevrolet Inc

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

07/09/2014 10:41 AM PDT

800 RIVER RD
PUYALLUP, WA, 98371
253-840-6300 (Office)
253-841-3703 (Fax)
harnishautofamily.com
lhowe@harnishautofamily.com**BILLED TO**

N/A

SHIPPED TO

N/A

DETAILSDETAILS
TYPE
APPROVAL
TRANS ID
TERMINAL
INVOICE**Approved - Charge**Capture
188534
34927
129231

signature

ACCOUNT

AMOUNT

TOTAL

\$105.30

\$105.30

07/09/14 173.10.126.99

Cardmember acknowledges receipt of goods and/or services in the amount of the
total shown hereon and agrees to perform the obligations set forth by the
cardmember's agreement with the issuer.

MAR 24 2015

I took my car to repair shop before
the re-call & paid for service, which was
the problem I was having. The ESC &
traction control lights were flashing
& illuminating on my dash. Service
dept tells me this was not the recall
problem they took care of. Please
review, I am not happy with how
this is being handled.

3/12/14
Thank you,

7/9/2014

AM
3/30/15
SMD



IMPORTANT SAFETY RECALL

August 2014

Tacoma, WA

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 in your 2008 model year Saturn Aura. 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 2008 model year Saturn Aura 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 2008 model year Saturn Aura, VIN 1G8ZS57N98F
- Your vehicle is involved in GM safety recall 13036.
- Schedule an appointment with your General Motors 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 General Motors dealer will attach your vehicle's wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM

GM

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 General Motors dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

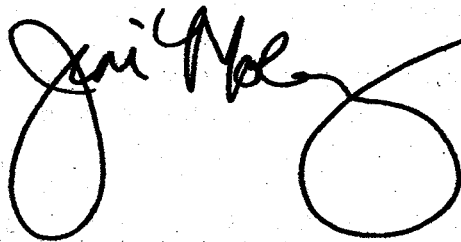
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. 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 Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).

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.

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

Enclosure
GM Recall Number: 13036

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: TACOMA State: WA Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): SAME

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 1G8Z557H98A _____

(17 Characters)

Mileage at Time of Repair: 42776 Date of Repair: 7/9/14

Amount of Reimbursement Requested: \$ 105.30

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 incurred for the repair covered by this letter.

Customer's Signature: _____

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



800 River Road
Puyallup, WA 98371
PH: (253)840-6336
www.chevroletofpuyallup.com

RO: [REDACTED]
Cashier: [REDACTED] 10:32-1
Date Returned: 07/09/2014

Customer: [REDACTED] Stock #: [REDACTED]

TACOMA WA [REDACTED]

Home: [REDACTED]

E-mail: [REDACTED]

Work: [REDACTED]

Advisor: 001061-JEREMIAH M JACKSON

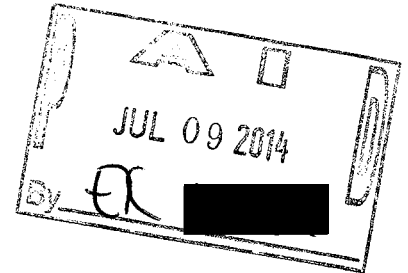
Hat: 7771

Date In: 07/09/2014

Sold By: NOT ON FILE

OPEN
TAG: [REDACTED] IN:0935OUT:1032
VIN:1G8ZS57N98F [REDACTED]
2008 SATU AURA XE CARB
Miles-In: 42776 Out: 42776
Delivered: 04/01/2008

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	004574		CUSTOMER STATES THE TRACTION CONTROL WARNING LIGHT IS ON	Labor Total:	89.95
				C0131 ABS SYSTEM PRESSURE CIRCUIT. APPLIED DIELECTRIC GREASE TO BSM CONNECTORS PER TSB. CLEARED CODES AND ROADTESTED TO VERIFY REPAIRS.	Operation Total:	89.95



Customer Pay Labor: 89.95
Shop Supplies and Environmental Fee: 6.30
Customer Pay Subtotal: 96.25
Customer Pay Sales Tax: 9.05
Customer Total Due: 105.30

I hereby authorize the repair work herein set forth to be done by you, together with furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, case of fire theft or other cause beyond your control; that an express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

Signature: _____

(over)

[Redacted]
TACOMA, WA. [Redacted]

TACOMA - OLYMPIA
WA 983
16 MAR 2015 PM 1 T



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590