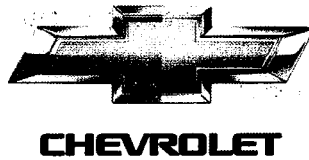


CL-10714854-2395



March 23, 2015

Letter Forwarded to
National Highway Safety Admin

Dubuque, IA

Dear

Thank you for contacting us recently regarding the recall notice you received for your 2006 Chevrolet Malibu. We apologize for any inconvenience you have experienced.

MAY - 1 2015

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 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:

Att: National Highway Safety Admin

I received this letter from Chevrolet
on March 23-2015. I'm a not happy or

Satisfied with the Answer. So I'm sending
this letter to you all

Jonathan
A. Arthur
Superior

NH
5/6/15
SMD

4-13-15

Dear: National Highway Safety Admin
Recall # 14V224

Feb 8th 2015

Recall Chevrolet Malibu

VIN: 1G1ZT53816F [REDACTED]

Recall: #14152(Shift Cable)

MAY - 1 2015

Dear GM & Customer Assistance Center

I am writing today because of the recall you have made available to all consumer who are still owners of the vehicle list above (1G1ZT53816F [REDACTED]) Chevy Malibu 2006.

In the affected vehicles, the transmission shift cable adjuster may disengage from the transmission shift lever. Should that happen, a driver may be unable to shift gear positions and the indicated shift position may not represent the gear position the vehicle is in. Should a disengagement occur while the vehicle is being driven, when the driver attempts to stop and park the vehicle, he may be able to shift the lever to the "PARK" position, but the vehicle transmission may not be in the "PARK" gear position. If the vehicle is not in the "PARK" position there is a risk the vehicle will roll away as the driver and other occupants exit the vehicle or anytime thereafter. A vehicle rollaway increases the risk of injury to exiting occupants and bystanders.

General Motors will notify owners, and dealers will inspect and replace any affected transmission shift cable adjusters, free of charge. The recall is expected to begin in late March 2014.

I bought the Car from Bird Chevrolet, in Dubuque Iowa. I take care of all of my vehicles and get them maintained check every 4-6 months. So I have spent a lot of money on repairs and repairs. I would also like to mention that I am a loyal to Chevrolet and have three. 03-CHEV Trailblazer 1gnet16s236 [REDACTED] 12- CHEV Traverse 1gnkvged3cj [REDACTED] and the one I am writing about CHEV Malibu 1G1ZT53816F [REDACTED]

On June 25 I was driving the Malibu on a normal day when the car vehicle and about to turn into a very busy intersection and the vehicle started rolling back and I had no control of the vehicle at first. I was only able to stop the car after applying on the brakes. I had no warning light on anything to warn me what has just happen. I was really concerned due to the fact that my kids were in the back seat of the car. I am very blessed that no one was hurt and that your company has taken steps to make sure no one else is hurt. At the time of this I had 98,815 miles on the vehicle.

I called the dealership in which I bought the car from (Bird Chevrolet) and they call for a tow truck and took the vehicle to see what the problem was. After a day of so past they called me to say that I needed a new transmission and that they could do the repairs. Of course I did not see this coming. After talking with my wife and seeing how much we could afford I called the dealership back and they quoted me \$2800-3200 for a new transmission or I could get a used or rebuilt one for \$1800-1900 with one year warranty. We were outrage because the 2007 Malibu's had a warranty of 100,000 miles and the 2006 had only a 36,000. We called around got some estimates and we went with the cheaper one MK-MATIC which charged us \$1278.12 and then \$449.40 another time to repair the shift problem again. So in all total to have the transmission repaired it cost me \$1728.02

After getting a notice in the mail about the several recalls I took the vehicle to BIRD Chevrolet and had all recalled completed. On the last recall #14152 they said that they were not paying for the repairs that I had completed prior to recall. I am following the steps that you have asked me to do before I write to the Administrator, National Highway Traffic Safety Administration. I am asking that honor you recall and pay the \$1728.02 that I have spent to have this repair completed. I have had about 3-4 recalls on this vehicle and I have spent a lot of time and energy on this matter and I would like for you cooperation in making sure it handle affectively. I should have to deal with all of the things that has happen to this car. Again I am loyal customer to your product line and Chevrolet cars.

I am sending you a copy of the two bills that I have paid for the repairs and I look forward to receiving a check form your company very soon. Every customer has a choice in what products they buy each year and I choose Chevrolet. Maybe another company would like my business in the future should your company find a reason not to honor your recalls and product lines recalls.

[REDACTED]
Dubuque, Iowa [REDACTED]
[REDACTED]



840 Garfield Avenue • Dubuque, Iowa 52001
(563) 582-8386

SOLD BY <i>Rod</i>		DATE <i>6-30-10</i>	
NAME [REDACTED]			
ADDRESS [REDACTED]		PHONE [REDACTED]	
CITY <i>06 Malibu 3.5-4T40E</i>		<i>98815</i>	
☐ CASH ☐ CHARGE ☐ MERCHANDISE RETURNED			
☐ C.O.D. ☐ PAID OUT ☐ PAID ON ACCOUNT			

QTY.	#	DESCRIPTION	PRICE	AMOUNT
<i>12</i>	<i>1</i>	<i>qts MV syn ATF</i>	<i>6.00</i>	<i>72.00</i>
<i>1</i>	<i>2</i>	<i>filter</i>		<i>20.00</i>
<i>3</i>	<i>3</i>	<i>seals</i>	<i>12.50</i>	<i>37.50</i>
<i>1</i>	<i>4</i>	<i>sleeve</i>		<i>10.00</i>
<i>1</i>	<i>5</i>	<i>used trans + conv</i>		<i>600.00</i>
<i>1</i>	<i>6</i>	<i>EVAP sol</i>		<i>30.00</i>
<i>1</i>	<i>7</i>	<i>gas</i>		<i>10.00</i>
	<i>8</i>			<i>779.50</i>
	<i>9</i>	<i>labor - R+I trans flush</i>		
	<i>10</i>	<i>cooler, road test + adjust</i>		<i>415.00</i>
	<i>11</i>	<i>as needed</i>		<i>1194.50</i>
	<i>12</i>			
	<i>13</i>			
	<i>14</i>	<i>30 day warranty</i>		
	<i>15</i>			
	<i>16</i>		<i>tax</i>	<i>83.62</i>
RECEIVED BY <i>[Signature]</i>			TOTAL	<i>1278.12</i>

THANK YOU

UNIT 161215 3816



AUTOMATIC TRANSMISSION REPAIR
PARTS & SERVICE
840 Garfield Avenue • Dubuque, Iowa 52001
(563) 582-8386

SOLD BY		Rod		DATE		7-3-12	
NAME		[Redacted]					
ADDRESS		[Redacted]					
CITY		06 Malibu 35-4740E				159.658	
☐ CASH		☐ CHARGE		☐ MERCHANDISE RETURNED			
☐ C.O.D.		☐ PAID OUT		☐ PAID ON ACCOUNT			

QTY.	DESCRIPTION	PRICE	AMOUNT
1			
1	filter		24.00
3	8 qt. MW fluid	6.00	18.00
1	5 qt. oil		28.00
5			70.00
6			
7	labor - diagnose + repair		
8	shift problem, replace		350.00
9	1-2 solenoid		420.00
10			
11	(P2751 SSA) X		
12	[Redacted]		
13			
14			
15			
16		tax	29.40
RECEIVED BY		TOTAL	449.40

THANK YOU



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

IMPORTANT SAFETY RECALL

January 2015



14152 1G1ZT53816F

Dubuque, IA



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 certain 2006 model year Chevrolet Malibu Maxx vehicles equipped with a 4-speed automatic transmission. 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 1G1ZT53816F
- Your vehicle is involved in GM safety recall 14152.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle has a condition in which the transmission shift cable may fracture at any time. When the fracture occurs, the driver may not be able to select a different gear, remove the key from the ignition or place the transmission in park. When the fracture occurs, the driver may not be able to select a different gear and the vehicle may move in an unintended direction, increasing the risk of a crash. If the driver cannot place the vehicle in park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

What will we do?

Your Chevrolet dealer will install a shift cable assembly and mounting bracket. 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 15 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 form and required documents must be presented to your dealer or received by the Reimbursement Department by December 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 14V224.

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



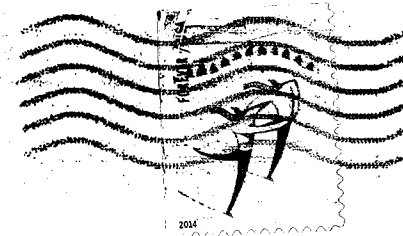
Jeff Boyer
Vice President – Global Vehicle Safety

Enclosure
GM Recall #14152-3

DBG ID

CEDAR RAPIDS IA 524

22 APR 2015 PM 1 T



Administrator National Highway Traffic Safety
1200 NEW JERSEY AVE SE

Washington DC 20590

