

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


Goodyear, Arizona

April 19, 2015

MAY 11 2015

Vehicle Safety Recall
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

Dear Sir:

As safe and responsible drivers, my wife and I had always wondered just how caring and careful the Chevrolet agency was in inspecting our vehicles for wear, leaks, etc. when we took them in for servicing.

We now know that Gateway Chevrolet only cares to charge customers the maximum for routine servicing, does not visually inspect and report possible unsafe mechanical conditions, and tries to maximize hourly labor costs whenever parts have to be replaced.

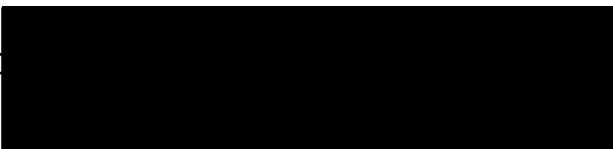
After smelling strong odors of gasoline around our Chevrolet Malibu and throughout our carport -- inches away from the hot water tank -- I insisted that Gateway Chevrolet do a thorough inspection while I waited (more than 4 hours). They determined that the fuel pump assembly that fits into the gas tank **was cracked at the collar** where it fits into the tank. And that our car could explode in flames, burn down our carport, house, other cars, and cause death.

I tried to question the metal defect and especially the history of a critical fuel component that obviously did not function under any stress or moving wear, but was only told that "it's rare, a fluke, etc."

Please call for an investigation of this matter and advise if a major vehicle recall of Chevrolet Malibu 2008 cars is warranted.

And Please order Gateway Chevrolet to reimburse me **\$1148.54** for my time, worry and concern.

Thank you.



ET
5/18/15
SMD



★ P.O. Box 1095
 ★ 9901 W. Papago Freeway
 ★ Avondale, Arizona 85323-1499
 ★ (623) 932-4389



CUSTOMER NO. [REDACTED]	JOHN A SHELDON	339	TAG NO. [REDACTED]	INVOICE DATE 04/15/15	CELL: [REDACTED]
GOODYEAR, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 97,829	GOOD/	STOCK NO.
	08/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE 02/01/08	DELIVERY MILE 14,837
	VEHICLE I.D. NO. H 5 7 B 5 8 F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/15/15		
JOB# 1 CHARGES	COMMENTS				MO: 97829

LABOR

# 1 05CVZ	FUEL/DRIVEABILITY	TECH(S): 987	475.00
	ADVISE BAD GAS SMELL		
	DIAG FUEL PUMP LEAKING		
	R/R FUEL PUMP ASSEMBLY		

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	19179819	*MODULE KI 3.107 Y	590.27	590.27	590.27
JOB# 1 TOTALS				TOTAL - PARTS		590.27

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX CVCS	JOB# 1 TOTAL	1065.27
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LABOR

# 2 00CVZ	MULTIPOINT INSP	TECH(S): 987	0.00
	PERFORM MULTI-POINT INSPECTION.		
	ADVISE NEEDS		
	PERFORMED MULTI POINT INSPECTION. FILLED OUT INSPECTION FORM. REPORT FINDINGS TO CUSTOMER.		

JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX CVCS	JOB# 2 TOTAL	0.00
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TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD

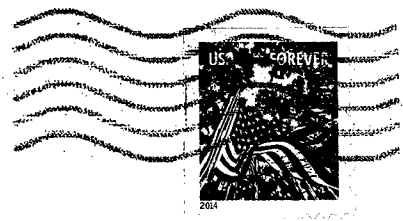
"I hereby request that the repair work hereinafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle except for loss or damage directly attributable to your negligence. In no event shall you be responsible for articles left in said motor vehicle."

ISC	CODE	DESCRIPTION	CONTROL NO.	
JB # A	HW	HAZ WASTE DISPOSAL		1.98
JB # A	SS	SHOP SUPPLIES		26.97
TOTAL - MISC				28.95

COMMENTS: IT

[Redacted]
Goodyear, Arizona [Redacted]

PHOENIX AZ 852
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