

CL-10720929-2019

To: Administrator, National Highway Traffic Safety Administration,

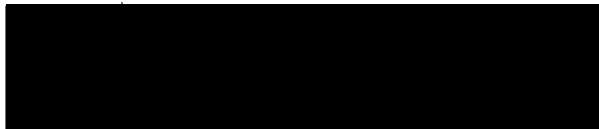
Campaign ID number 14V224

MAY 21 2015

I took my car for the recall and GM was supposed to fix the cable that changes gears and to get my key out of the ignition. When I picked up the car I still only have 1 low gear, there is supposed to be 3 low gears, and my key still will not come out of ignition.

When I picked up the car I noticed the key was still stuck in ignition. I told the guy who brought my car around that the key was still stuck in ignition and he said "that's not my problem." So I left, I did not want to argue with the guy. But my car still only has 1 low gear and the key is still stuck in ignition. Also after picking up my car, my CD changer is hung and will not work, it was working fine before they worked on it.

Please Help



EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 MAY 19 P 4: 11

NH
5/21/15
SMD



Chevrolet
P.O. Box 909889
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

January 2015



14152 1G1ZU64804F

Erin, TN



Dear [REDACTED]

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 2004 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 2004 model year Chevrolet Malibu Maxx, VIN 1G1ZU64804F [REDACTED]
- 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.



000088628

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

James Corlew Chevrolet

722 College Street
Clarksville, TN 37040
(931) 552-2020



SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 2:00 p.m. Saturday

BODY SHOP HOURS

7:00 a.m. to 5:00 p.m.

Monday - Friday

R/O Open Date	R/O Number				
10/07/14					
R/O Close Date	Status				
10/07/14	Pre-Invoice				
Mileage In	Mileage Out				
143526	143527				
Service Advisor / Tag #					
ALEXIS WISE/6680					
Vehicle Identification Number					
1G1ZU64804F					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2004	CHEVROLET	MALIBU MAXX	4DR SDN LT		

ERIN, TN		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 13036: PRODUCT SAFETY - BRAKE LAMP MALFUNCTION- (AUG 19, 2014) 9100810 Work performed by David Wright (944) Installed: SL-N-RETAINER (04634-CT) Qty: 1 Installed: SL-N-STRAP (08965-BOPCKT) Qty: 1 Installed: SL-N-CLIP (02559-C) Qty: 1 INSTALLED THE CLIP FOR THE BCM HARNESS.MODIFIED TH E BCM CONNECTOR.ADDED DIELECTRIC GREASE TO THE BCM AND BPP SENSEOR CONNECTOR.DW/944-9100810-.4HR	Warranty Warranty Warranty Warranty
#2 - MPI: GENERAL MOTORS MULTI POINT INSPECTION Work performed by HOUSE TECH (999) Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

James Corlew Chevrolet

722 College Street
Clarksville, TN 37040
(931) 552-2020



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Monday - Friday
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7:00 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
4/06/15	
R/O Close Date	Status
4/06/15	Pre-Invoice
Mileage In	Mileage Out
150459	150460
Service Advisor / Tag #	
WAYNE CLINARD/9885*W*	

ERIN, TN			Work Phone	Vehicle Identification Number	
				1G1ZU64804F	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2004	CHEVROLET	MALIBU MAXX	4DR SDN LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 14116: PRODUCT SAFETY - ELECTRIC POWERSTEERING ASSIST - (SEP 25, 2014) PART #23232310LABOR OP 9100455 Work performed by Christopher Conquest(CC1) Installed: SL-N-SENSOR KIT (06552-PC) Qty: 1 REPLACED STEERING TORQUE SENSOR PER CAMPAIGN 14116 SENSOR ID# 419811248. 1.40 CC1	Warranty Warranty
#2 - 14152: PRODUCT SAFETY - TRANSMISSION SHIFT CABLEFRACTURE - (JUN 26, 2014) Work performed by CHRIS WITT (CW1) Installed: SL-N-CABLE KIT (04047-C) Qty: 1 Installed: SL-N-BRACKET (04047-PC) Qty: 1 PREFORMED RECALL 14152 CW/1.1 REPLACED TRANS.SHIFTER CABLE LABOR OP 9100564	Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

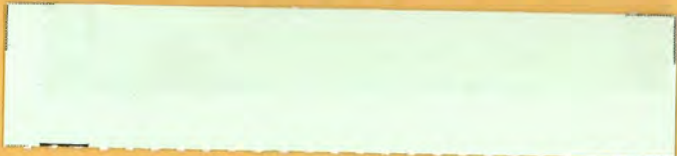
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X



Erin, TN.



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

W40-304

