

NVS-200

CL-10721946-6377

TO: Administrator of
NATIONAL Highway Traffic
SAFETY.

MAY 27 2015

RE: Recall of 2004 model
CHEVROLET IMPALA

The ignition switch
failed on my vehicle
in 2012 + HAD to Be
Replaced at cost to
me of \$426.85

(Please see Enclosed
Receipt) for which I
would appreciate
Reimbursement ASAP.
Thank you.

Sincerely,

Rockwood, TN.

NM
5/27/15
SMP

Long's Repair Service
 202 Woodlawn Drive
 Rockwood TN 37854



Statement		DATE	12-24-2012		TERMS
TO	[Redacted]				
IN ACCOUNT WITH					
2004 Chevrolet Impala 3.4L					
104,897 miles					
291WF52E249 [Redacted]					
		tow from			
		Victorian Square		50	00
		S Chamberlain Avenue			
		replace in dash		80	00
		ignition switch and			
		lock cylinder			
LLT		CS600 BWD		113	51
warranty		ignition switch			
LLT		LC68230 Lockworks		175	97
		cylinder lock			
		spare key ignition		2	37
CURRENT	OVER 30 DAYS	OVER 60 DAYS	TOTAL AMOUNT	421 85	



IMPORTANT SAFETY RECALL

September 2014

Rockwood, TN

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 2004 model year Chevrolet Impala. 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 Impala, VIN 2G1WF52E149
- Your vehicle is involved in GM recall 14350.
- **Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**
- Schedule an appointment with your GM dealer on or after October 1, 2014.
- The recall repairs will be performed for you at **no charge**.

Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

1-
PO Box 33170
DETROIT Mich 4232-5170
GM RECALL Reimbursement

What will we do?

PARTS WILL SOON BE AVAILABLE. We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by October 1, 2014. When parts are available, your GM dealer will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

Also included with this letter is an owner manual supplement. Please review this document and retain it with your vehicle's owner manual.

What should you do?

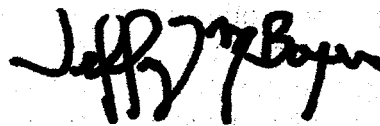
You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

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 14V400.

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

GM Recall Number: 14350

Rockwood, TN ★

KNOXVILLE TN 377

15 MAY 2015 PM 2 L



To: ADMINISTRATOR
OF NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE.,
WASHINGTON, DC.

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