

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

CL-10726058-4321

JUN 17 2015

Enclosed is the receipt for the
work that I have had done
before the recall was issued.
I had call and was told you
send a receipt showing the amount
I spent to have this work done
so I can be issued a refund.

Thank you

Address:

Earl Claire WI

The tow charge also?

2002 Chevy Impala
Recall #350

NM
6/18/15
GMD



IMPORTANT SAFETY RECALL

September 2014

[REDACTED]
Eau Claire, WI [REDACTED]

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 your 2002 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 2002 model year Chevrolet Impala, VIN 2G1WF52E829 [REDACTED]
- 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.

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?

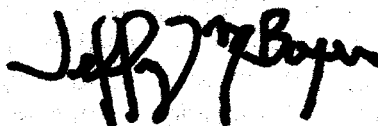
You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the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

Martin s Auto Repair LLC

498 Brown Street
 Mosinee, WI. 54455
 Phone - 715-693-3613 Fax - 715-693-6976

INVOICE

Org. Est. #

Quality Repair At A Price That's Fair

Invoice Date : 08/20/2013

Print Date : 10/28/2014

INVOICE FROM HISTORY

Work Completed Date : 08/20/2013

2002 Chevrolet - Impala

3.4L, V6, VIN (E)

Lic # :

Odometer In : 125201

Unit # :

Vin # : 2G1WF52E829

Hat # :

Ref # :

Eau Claire, WI

Cellular

Cust ID

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Oil Filter XXX	1.00	4.95	4.95	Key won't turn Replaced lock cylinder assembly.	120.00
Mobil Oil Oil	5.00	2.50	12.50	Tow	70.00
Cylinder 25832354	1.00	247.31	247.31	Lube, oil, and filter Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Perform basic safety inspection.	12.50

[Technicians : Soczka, Cory]

Org. Estimate \$492.96 Revisions \$0.00 Current Estimate \$ 492.96 Additional Cost Revised Estimate

Labor: \$132.50
Parts: \$264.76
Sublet: \$70.00
Sub: \$467.26

Tax: \$25.70
Total: \$492.96
Bal Due: \$0.00

[Payments - Check - \$492.96]

Motor vehicle repair practices are regulated by
 chapter ATCP 132, Wis. Adm. Code, administered
 the Bureau of Consumer Protection, Wisconsin
 Dept. of Agriculture, Trade and Consumer
 Protection, P.O. Box 8911, Madison, Wisconsin
 53708-8911

☐ This vehicle received
 without face to face
 customer contact.

Shop Representative

Having authority to do so I hereby order the above products and services, parts and labor
 and grant permission to you and/or your employees to operate the vehicle described for
 the purpose of testing and/or inspection. I agree to pay cash when the work is completed
 or to pay on other terms satisfactory to you. Until paid in full, the amount owing on this
 work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise,
 I agree to pay storage and collection and reasonable attorney's fees.

Customer Sign: _____
 Date: _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE
 AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAT THE ESTIAMTE, BUT WILL
 NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE
 WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repair

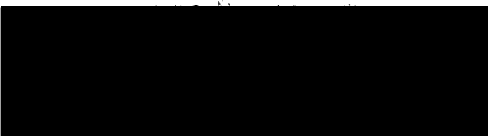
2. Please proceed with repairs, but call me before continuing if the price will
 exceed \$ _____

3. I do not want an estimate _____

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by ☐ Cash ☐ Check ☐ Credit ☐ Card Charge

Call when vehicle is ready ☐ Yes ☐ No



Eau Claire WI



ST PAUL MN 551

08 JUN 2015 PM 5 L



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

