

NEF-010
CL-10781364-7433

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

March 29, 2016

MAY 2 - 2016

Chevrolet Customer Assistance Center
P.O. Box 33136
Detroit, MI 48323-5136

RE: 2004 Chevy Impala SS

Dear Customer Service Agent:

My name is [REDACTED]; my husband, [REDACTED] gifted me the above car March 2015 from Five Star Chevrolet – Cadillac located at 495 Watson Blvd, Warner Robins, Ga. After my excitement died down, because he purchased the car with cash, I asked did he ask for a car fax; unfortunately not.

The car had a small problem; engine light came on and still on until this day. I called the service department and accepted their verbal explanation that the engine light being on was not a major problem, but it could not be reset.

After taking a road trip to Virginia in August 2015, that's when I began to realized that my husband had made a bad purchase with all the money we had because every light, bell, etc. that could light up and ring happened. Because one of those lights was the battery light, I purchased a battery because I was afraid the car would break down on my way back to Georgia. When I got back, I called again the service department and told them what happened and was told if it persist, I would have to leave it there so they could monitor it. It stopped so I was temporary satisfied.

Now here it is 2016 and the problems have worsened and the lights come on whenever, the brakes make noise and feel like they want to freeze. I totally don't feel safe driving it on the open highway so I used my other relatives' cars.

ER
5/3/16
SMD

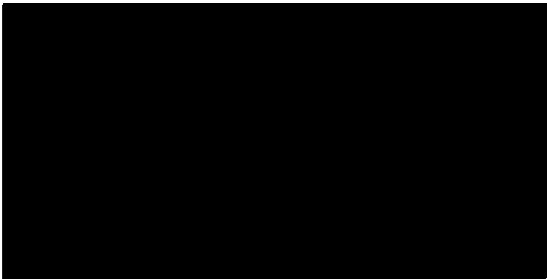
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2004 Chevy Impala SS

After taking the car to the dealer for them to conduct a diagnostic check; attached are their findings. All the things that I allowed them to explain away are going to cost over \$2,000 to resolve. Because I am not financially able to get my car fixed, I paid the service charge of \$151.83 and drove home feeling swindled because I now have a car that I don't feel safe to drive, won't sale because I don't want to do the same to someone else.

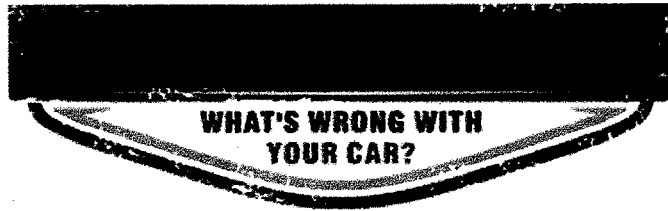
After all of that, they had the audacity to send me a letter offering a 15% discount on the repairs. Is there any way I can get any compensation for my lost because of this bad investment? Please note that even though all the correspondence is addressed to my husband, the car dealer knows that the car is in my name.

Humbly submitted,



Purchaser

cc: Administrator, National Highway Traffic Safety Administration



Were you injured because of a faulty GM ignition switch or airbag system?

Bailey Peavy Bailey, PLLC is a nationally recognized civil litigation law firm. We do not take a fee unless we are able to win a monetary recovery on your behalf. Click here for information.

MARCH 26: GM Recalls Chevy Malibu To Replace Side Airbag Modules

2004 Chevrolet Impala

7 RECALLS & SAFETY REPORTS



Recall List for the 2004 Chevrolet Impala

Official recalls have been issued for the 2004 Chevrolet Impala by the NHTSA. The complete details of all recalls are listed below, along with what they cover and the recommended solutions.

Recalls don't cost you anything to get fixed, but most are time-limited, so if your car is affected you should call your local Chevrolet service department immediately!

If you have questions about a recall, write down your VIN & then call Chevrolet customer service.

1. **2004 Chevrolet Impala ENGINE AND ENGINE COOLING:ENGINE, ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE NHTSA Campaign #15V701000**

- **Date Announced:** OCTOBER 26, 2015
- **Vehicles Affected:** 1,003,556

Summary: General Motors LLC (GM) is recalling certain model year 1998-1999 Chevrolet Lumina and Oldsmobile Intrigue, 1997-2004 Buick Regal and Pontiac Grand Prix, 2000-2004 Chevrolet Impala, and 1998-2004 Chevrolet Monte Carlo vehicles. The affected vehicles were previously repaired under recalls 08V-118, 09V-116, and 15V-201 to address the possibility that engine oil may drip onto the hot exhaust manifold.

Consequence: Engine oil that drips onto the hot surface of the exhaust manifold may result in a fire.

Actions: The remedy applied under recalls 08V-118, 09V-116, and 15V-201 did not adequately remove the safety risk. Under the improved remedy, dealers will replace the engine's front valve cover and gasket. Vehicles that are covered by recalls 08V-118, 09V-116, or 15V-201 that have not yet received the original remedy will instead receive the improved remedy under the original recall number. The recall began on February 19, 2016. Owners may contact Chevrolet customer service at 1-800-222-1020, Buick customer service at 1-800-521-7300, Oldsmobile customer service at 1-800-442-6537 and Pontiac customer service at 1-800-458-8006. GM's number for this recall is 15757. Note: Until the improved remedy has been applied, owners are advised to park their vehicle outside since the fire risk exists even when the vehicle is unattended. For detailed information & supporting documents, see the [official NHTSA page concerning recall #15V701000](#) »

2. 2004 Chevrolet Impala ENGINE AND ENGINE COOLING:ENGINE NHTSA Campaign #15V201000

- **Date Announced:** APRIL 06, 2015
- **Vehicles Affected:** 330,742

Summary: General Motors LLC (GM) notified the agency on April 2, 2015, that they are is recalling certain model year 2004 Buick Regal vehicles manufactured April 9, 2003, to June 1, 2003, 2004 Chevrolet Impala vehicles manufactured April 8, 2003, to June 23, 2003, and 2004 Chevrolet Monte Carlo vehicles manufactured April 7, 2003, to June 23, 2003. On May 18, 2015, GM expanded the recall to cover an additional 49,751 2004 Pontiac Grand Prix vehicles manufactured January 6, 2003, to June 25, 2004. In the affected vehicles, the valve cover gasket may leak.

Consequence: The leaking engine oil can drip onto the hot surface of the exhaust manifold, increasing the risk of a fire.

Actions: GM will notify owners, and dealers will replace the spark plug wire retainer to redirect the dripping oil. Vehicles that have a 3.8L V6 supercharged engine will also have the left valve cover gasket replaced. These repairs will be done free of charge. The recall began on April 24, 2015. Owners may contact Buick customer service at 1-800-521-7300, Pontiac customer service at 1-800-762-2737 or Chevrolet customer service at 1-800-222-1020. GM's number for this recall is 14574. For detailed information & supporting documents, see the [official NHTSA page concerning recall #15V201000](#) »

3. 2004 Chevrolet Impala ELECTRICAL SYSTEM:IGNITION NHTSA Campaign #14V400000

- **Date Announced:** JULY 03, 2014
- **Vehicles Affected:** 5,877,718

Summary: This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) notified the agency on July 3, 2014, that they are recalling 5,877,718 model year 2000-2005 Chevrolet Impala and Monte Carlo, 1997-2003 Chevrolet Malibu, 2004-2005 Malibu Classic, 1999-2004 Oldsmobile Alero, 1998-2002 Oldsmobile Intrigue, 1999-2005 Pontiac Grand Am and 2004-2008 Pontiac Grand Prix vehicles. In these models, the weight on the key ring and/or road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

Consequence: If the key 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.

Actions: GM will notify owners, and dealers will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys, free of charge. The recall began on September 9, 2014. GM's number for this recall is 14350. For detailed information & supporting documents, see the [official NHTSA page concerning recall #14V400000](#) »

4. 2004 Chevrolet Impala STEERING NHTSA Campaign #09E005000

- **Date Announced:** FEBRUARY 17, 2009

Summary: Dorman is recalling 979 steering knuckles, dorman P/nos. 697-902 and 697-903, sold under dorman's "oe solutionstm" brand name, and Napa P/nos. 7-8502 and 7-8503 which were sold for replacement use on the various vehicles listed above. A potential material or design defect could result in the steering knuckle breaking in the hub area.

Consequence: A broken steering knuckle could result in loss of steering control and a possible crash without warning.

Actions: Dorman will notify owners and replace the defective steering knuckles free of charge and reimburse the repair facility or owner for labor. The recall began on February 23, 2009. Owners may contact dorman's toll-free hotline at 1-800-523-2492 and press 5. For detailed information & supporting documents, see the [official NHTSA page concerning recall #09E005000](#) »

5. 2004 Chevrolet Impala STEERING NHTSA Campaign #08E063000

- **Date Announced:** OCTOBER 17, 2008
- **Vehicles Affected:** 3,855

Summary: Dorman products is recalling 3,900 intermediate steering shafts dorman part nos. 425-151, 425-152, and 425-153, (sold under dorman's "oe solutions" brand name), balkamp #'s 7-3057, 7-3058, 7-3059 (sold under the "Napa" brand name), and platinum parts #'s 2425151, 2425152, and 2425153 manufactured during the month of September 2007. These replacement steering shafts can be used on the vehicles listed above. The weld connecting the inner tube to the outer tube may be defective.

Consequence: If the weld fails, loss of steering could result, possibly resulting in a vehicle crash.

Actions: Dorman will notify owners and replace the steering shafts free of charge. The recall began on October 16, 2008. Owners may contact dorman toll free at 1-800-523-2492. For detailed information & supporting documents, see the [official NHTSA page concerning recall #08E063000](#) »

6. 2004 Chevrolet Impala FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY:PRESSURE RELIEF DEVICES NHTSA Campaign #07E021000

- **Date Announced:** MARCH 12, 2007
- **Vehicles Affected:** 742

Summary: Certain delphi fuel pressure regulators, P/nos. FP10020-11B1, FP10026-11B1, and FP10027-11B1, sold after January 9, 2007, as aftermarket equipment for various passenger vehicles listed above. The universal pressure regulators (upr) were produced without an O'ring and retainer.

Consequence: Fuel may leak, possibly resulting in a fire.

Actions: Delphi will notify owners and replace the upr free of charge. The recall began on April 23, 2007. Owners can contact delphi at 877-411-8770. For detailed information & supporting documents, see the [official NHTSA page concerning recall #07E021000](#) »

7. 2004 Chevrolet Impala SERVICE BRAKES, HYDRAULIC NHTSA Campaign #04V287000

- **Date Announced:** JUNE 23, 2004
- **Vehicles Affected:** 47,991

Summary: Certain passenger vehicles were produced with lower than specified torque on both front brake caliper to steering knuckle attachment bolts. With improper torque, the clamp load at the joint may not be adequate to prevent movement between the caliper bracket and knuckle.

Consequence: Depending on whether one or both bolts backs out or fractures, the result can be locking of the affected wheel during braking and an abrupt steering input in the direction of the locked wheel, reduced braking and noise from the affected wheel, or severing of a brake hose, increased brake pedal travel, and reduced steering control. Reduced braking or steering control could cause a crash.



495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Adv: 186 DREW MOORE Tag [REDACTED] License [REDACTED] 2G1WP5515 49 [REDACTED] Page 2 (Last) Invoice [REDACTED]

Invoice to: [REDACTED] Driver/Owner: [REDACTED]

Invoiced: 03/18/16 17:19:04 KW 04 CHEVROLET IMPALA SS 4DR SDN BLACK

Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
SUPPLIES	21.25	TOTAL CHARGE	151.83
EPA COMPLIANCE CHG	2.95		
SERVICE HISTORY ADMIN	0.88	CASH DUE	151.83
LAB-MECHANICAL	125.00		
SUB-TOTAL	150.08		
GA STATE SALES TAX	1.00		
COUNTY SALES TAX	0.75		
TOTAL CHARGE	151.83		

If you have any questions - please see DREW MOORE

PAID
MAR 18 2016
CASH _____ CK [REDACTED]
INIT _____

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X



Adv: 186 DREW MOORE	Tag [REDACTED]	License [REDACTED]	2G1WP5515 49 [REDACTED]	Page 1	Invoice [REDACTED]
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Invoice to	Driver/Owner Information
[REDACTED] WARNER ROBINS, GA [REDACTED] [REDACTED]	[REDACTED] WARNER ROBINS, GA [REDACTED] [REDACTED]

For Office Use	Vehicle Information
Odometer in: 82899 Out: 82902 Dist: 1G1 CUS C Prelim	04 CHEVROLET IMPALA SS 4DR SDN BLACK
	Stock#: [REDACTED]
Begin: 03/17/16 Done: 03/18/16 Invoiced: 03/18/16 17:19 KW	Inservice: 10/08/03

Customer Concern

Concern 51	CUSTOMER STATES SERVICE STABILITRAK AND TRACTION CONTROL MESSAGE COMES ON AND CHECK ENGINE LIGHT IS ON AND VEHICLE IS RUNNING ROUGH CUST DECLINED REPAIRS	Operation	Amount
Cause		ERD-G	* 125.00
Correction	SCAN VEHICLE AND FOUND MULTIPLE CODES, NEEDS ECT SENSOR, THERMOSTAT, COOLANT FLUSH, EVAP VENT PURGE SOLENOID VALVE & HARNESS, PURGE SOLENOID, INDUCTION & THROTTLE BODY SERVICES, SERPENTINE BELT, SUPERCHARGER BELT & TENSIONER, CUSTOMER DECLINED REPAIRS CONCERN : 1 COND CODE : 1		
Type: C		Subtotal	
		LAB-MECHANICAL	125.00
		TOTAL CHARGE FOR CONCERN	125.00

Concern 60	MULTI-POINT VEHICLE INSPECTION	Operation	Amount
Cause	-	0024	0.00
Correction	RECOMMENDED TRANSMISSION FLUSH		
Comment	NO WORK PERFORMED AT THIS TIME CONCERN : 1 COND CODE : 1		
Type: C		Subtotal	
		TOTAL CHARGE FOR CONCERN	0.00

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

FIVE STAR

Automotive Group

03/23/2016

Warner Robins, GA

Dear

I would like to personally thank you for your visit here at Five Star Chevrolet Buick Cadillac GMC. As a valued customer I would like to offer you **15% off** the item(s) that I recommended on your last visit. Discount is not to exceed **100.00 dollars**.

Hope to see you soon.

Don't Miss Out.....

Sincerely,

DM

Drew Moore

Service Department

478-922-9341

495 Watson Blvd.



IMPORTANT SAFETY RECALL

December 2015

*This issue WAS
Resolved March 2016*

Warner Robins, GA

This notice applies to your vehicle, VIN: 2G1WP551549

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 2004 model year Chevrolet Impala vehicles equipped with a 3.8L V6 engine. 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

- Your vehicle is involved in GM safety recall 14574.
- Parts to repair your vehicle are not currently available.
- **Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.**

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Chevrolet dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed.

When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. The service will be performed for you at no charge. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the next letter.

[Redacted]

Warner Robins, GA

[Redacted]

CERTIFIED MAIL



7015 3430 0001 1148 6402



**RETURN RECEIPT
REQUESTED**

Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

W48-384

20890

