

December 24, 2015

To Whom It May Concern,

JAN 12 2016

I was the owner of a Chevy Impala. 2003, On 11/25/2015 the car caught on fire after I was putting in oil and some spilled on the engine. I receive a recall letter (see attachment) in December 2015 stating there was a recall on the Chevy Impala 2003 due to drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine fire.

As a result, I had to purchase a new car because my insurance company totaled the car. I contacted Chevrolet Customer Assistance Center to file a claim. I informed Chevrolet that I filed a claim with my insurance company and was told that I could still file a claim with Chevrolet. (Claim# [REDACTED]).

I received a telephone call on 12/24/2015 from Benan (he would not provide me with his last name) through General Motors. I was told since I filed a claim with my insurance company and it was settled I could not file a claim with Chevrolet.

I then asked for a copy of their policy that states I could not file a claim with Chevrolet and my insurance company. Benan stated he did not have a written policy that states that but that is their policy.

Benan then stated that since I do not own the car any longer and the insurance company does I could not file a claim. This did not make any sense to me. I explained to Benan that when I called General Motors to file the claim I had not signed over the title of the car to my insurance company until 12/22/2015 and that I would still the owner when I filed the claim with General Motors.

Benan reported that at this point if my insurance found that the car was unsafe because of the recall they could file a claim. I then asked to speak to a supervisor, Magen who basically stated that same thing and could not provide me with a copy of General Motor's policies on filing a claim.

I feel regardless that I filed a claim with my insurance company. Because of General Motors faulty product that caught on fire. I had to purchase another car and I feel General Motors should reimbursement that cost of what I had to now finance to get another car because of their unsafe vehicle.

I thank God the Impala did not catch on fire while I was driving and if you did not have the parts to the car you should have recalled the cars and provided the owners with another car.

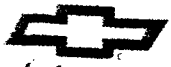
I am filing a complaint with National Highway Traffic Safety Administration and also seeking the advice of a lawyer in this matter.

[REDACTED]

Milwaukee, WI [REDACTED]

[REDACTED]

NM
11416
SMD



IMPORTANT SAFETY RECALL

December 2015

Milwaukee, WI

claims #

This notice applies to your vehicle, VIN: 2G1WH52K039

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2003 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 15757.
- Parts to repair your vehicle are not currently available.
- Previously, your vehicle was repaired under a safety recall for this condition. The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires relating to this condition. Your vehicle will require further repairs to remedy the condition.
- 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, if they haven't been already. This service will be performed for you at no charge.

When parts are available, we will send you another letter asking you to bring your vehicle to your Chevrolet dealer to have your vehicle serviced. 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.

GM

This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

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. If you may wish to write the Administrator, National Highway Traffic Safety Administration, 1215 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 15V701.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15757

[REDACTED]
Milwaukee, WI [REDACTED]

MILWAUKEE WI 532

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Happy
Holidays

FOREVER

Administion National Highway Traffic Safety Admin
1200 New Jersey Avenue SE,
Washington, DC 20590

20590

