

Blind copy to: ✓

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

National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594

[REDACTED]
Buckeye, AZ [REDACTED]

H: [REDACTED]
C: [REDACTED]

February 11, 2016

Mary T. Barra, Chairman and CEO
Dan Amman, President
Grace Lieblein, Vice President Global Quality
Mark Reuss, Executive Vice President Global Product Design
General Motors Company
PO Box 33170
Detroit, MI 48232-5170

Re: Attached invoice for our Chevy Malibu

After being Dodge/Chrysler customers for a long time, we returned to GM and purchased a Malibu.

With fewer than 60,000 miles on the Malibu, we recently experienced noise and steering issues that caused us to take the car in for service. The service staff informed us that the parts in question were deteriorating severely. If we hadn't had them replaced when we did, we were at great risk for them failing and causing a serious, potentially deadly crash. They also informed us that with the change in these parts from metal to plastic, this has become a serious issue in the automobile world.

I'm sure you are saving money with the re-engineered parts, and making money in the replacement process customers must go through. And while we understand that GM is not alone in changing these parts to a hybrid plastic, we are extremely concerned about your decision to do so. You are putting customers lives at risk – plain and simple.

Be assured that we, and others we know, will not be returning to GM for further car purchases.

A very disgruntled customer,

[REDACTED]
Att: 2 pages

CUSTOMER #: [REDACTED]

INVOICE



**CHEVROLET
SANDS CHEVROLET SURPRISE**

16991 W. Waddell Road
Surprise, AZ 85388

Phone: (623) 455-7700 · Fax: (623) 455-7788
www.sandssurprise.com

BUCKEYE, AZ

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 291415 MATT MORZELLA

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		11	CHEVROLET MALIBU		1G1ZC5EUXBF		59794/59794		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN11 DD			12:00 01DEC15				CASH	01DEC15	
R.O. OPENED		READY		OPTIONS: ENG:2.4 LITER MFI DOHC TRN:A					

08:11 01DEC15 17:29 01DEC15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM OIL SERVICE INCLUDING DRAIN AND REFILL ENGINE OIL WITH DEXOS SEMI SYNTHETIC OIL, REPLACE OIL FILTER, LUBRICATE CHASSIS (IF APPLICABLE), AND TOP OFF FLUIDS IN ENGINE BAY.

CAUSE: PREVENTATIVE MAINTENANCE RECOMMENDED EVERY 3 MONTHS OR 3,000 MILES DUE TO SEVERE CLIMATE/POOR AIR QUALITY

3KDX PERFORM OIL SERVICE INCLUDING DRAIN AND REFILL ENGINE OIL WITH DEXOS SEMI SYNTHETIC OIL, REPLACE OIL FILTER, LUBRICATE CHASSIS (IF APPLICABLE), AND TOP OFF FLUIDS IN ENGINE BAY.

227263	CP					17.70	17.70
5	19293000	OIL					18.75
1	12605566	(S) FILTER					5.00

59794 lof complete

B RATTLE UNDER VEHICLE WHILE DRIVING, AT HIGHER SPEEDS.

3000 STEERING/SUSPENSION

227263	CP					775.00	775.00
1	15292403	(S) ARM					81.07
1	15292404	(S) ARM					81.07
1	22997284	(S) ARM					256.51
1	22997285	(S) ARM					256.51
2	13219141	W-(S) LINK					56.76

59794 verified customer concern checked suspension with chasse ears found trailing arm bushings and lower control arm bushings to be making noise r.r. rear trailing arms both front control arms and sway bar links test drove vehicle rechecked and verified repair.

C ofa #15031 saftey belt

CAUSE: E

2000 LIGHT LINE

227263 WP

1 23409629 F-BELT PKG

(N/C)

FC: PART#: COUNT:

(N/C)

DISCLAIMER OF WARRANTIES

THE SELLER, SANDS CHEVROLET, HEREBY DISCLAIMS ALL WARRANTY 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 THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ON THIS INVOICE.

CUSTOMER FURTHER AGREES THAT DEALERSHIP MAY CONTACT CUSTOMER AT THE ADDRESS, PHONE NUMBER AND/OR EMAIL ADDRESSES PROVIDED BY CUSTOMER CONCERNING THE SALE OF THESE GOODS OR SERVICES.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

[REDACTED]



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HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 291415 MATT MORZELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	CHEVROLET MALIBU	1G1ZC5EUXBF		59794/59794	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN11 DD			12:00 01DEC15			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4_LITER_MFI_DOHC TRN:A				
08:11 01DEC15	17:29 01DEC15					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CLAIM TYPE:	E					
AUTH CODE:						

59794 recall 15031 saftey belt 9101514 recall 15031 saftey belt complete

D C.S EPS MESSAGE ON DIC. ADVISE
3000 STEERING/SUSPENSION
227263 ISP

59794 test drove vehicle could not duplicate customer concern checked for dtc no dtc present. eps is operating as design.

E PERFORM MULTI-POINT VEHICLE INSPECTION
13 PERFORM MULTI-POINT VEHICLE INSPECTION
227263 ISP

F** PERFORM 4 WHEEL COMPUTERIZED THRUST ALIGNMENT INCLUDING ADJUSTING TOE, CAMBER, AND MEASURING CASTER.
CAUSE: PREVENTATIVE MAINTENANCE RECOMMENDED EVERY 12 MONTHS TO PREVENT PREMATURE TIRE WEAR. SUSPENSION SETTLES EVERY 12 MONTHS AND NORMAL ROAD JOUNCING WILL CAUSE SUSPENSION TO COME OUT OF ALIGNMENT

4WA PERFORM 4 WHEEL COMPUTERIZED THRUST ALIGNMENT INCLUDING ADJUSTING TOE, CAMBER, AND MEASURING CASTER.

164654 CP

59794 Performed alignment.

109.95 109.95

SHOP SUPPLIES/HAZARDOUS DISPOSAL FEE

64.11

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	902.65
PARTS AMOUNT	755.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	64.11
TOTAL CHARGES	1722.43
LESS INSURANCE	0.00
SALES TAX	64.23
PLEASE PAY THIS AMOUNT	1786.66