

June 16, 2016  
CL-10883229-2358

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

To Whom It May Concern:

I have included copies of the problem I had with my Chevy<sup>2002</sup> LS troublemaker.

JUN 28 2016

It was recalled because of not being able to get key out of ignition. First I tried putting WD40 in. Did not help. Took it to Smith Chevy and as soon as I dropped off car & got home within 15 min. said fixed & ready for pick up.

When I got home I saw they had sprayed some chemicals in key hole. Also, still had same problem. Took it back said they were only allowed 15-20 min. to work on it.

I came home went on internet and was told 3 things I could try. Which I did and I solved the problem. Thought I should write and tell you how they just brush one

NM  
1516  
SMD

*You owe an these re-calls.*

EXECUTIVE SECRETARIAT  
RECEIVED-NIITSA

*Thank you,*

2016 JUN 27 P 3 23



**Regina Owens**  
 Service / Body Shop Consultant  
 6405 Indianapolis Blvd., Hammond, IN 46320  
 Service Direct: 219-989-7230  
 Main: 219-845-4000  
 Body Shop: 219-989-7222  
 Fax: 219-989-7237  
 WWW.SMITHCHEVYUSA.COM



Hammond (219) 845-4000  
 Suburban Chicago (708) 868-6921  
 Direct Service (219) 989-7230  
 Direct Body Shop (219) 989-7222

D, INDIANA 46320  
 www.smithchevyusa.com



CUSTOMER NO.	ADVISOR <b>REGINA OWENS</b>	163	TAG NO.	INVOICE DATE <b>05/05/16</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>175,782</b>	COLOR <b>TAN/</b>
<b>MUNSTER, IN</b>	YEAR / MAKE / MODEL <b>02/CHEVROLET TRUCK/TRAILBLAZER/</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G N D T 1 3 S 7 2 2</b>			SELLING DEALER NO.
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>05/05/16</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15107204	PLUG 6.518 Y		
LABOR & PARTS				JOB # 1 TOTAL PARTS	0.00
TOTALS				JOB # 1 TOTAL LABOR & PARTS	0.00
*****				TOTAL LABOR....	0.00
* CASH... CHECK... CHARGE... *				TOTAL PARTS....	0.00
* CHECK#..... *				TOTAL SUBLET....	0.00
* VISA/MC... AM/EX... DISC... *				TOTAL G.O.G....	0.00
* RECEIVED BY: <i>hpl</i> DATE: <i>05/05</i> *				TOTAL MISC CHG....	0.00
* RECOMMEND OIL CHANGE-3 MON./3,000 MI.*				TOTAL MISC DISC	0.00
*****				TOTAL TAX.....	0.00
				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED LIFETIME SERVICE. ALL OTHER GM PARTS HAVE A 12 MONTH, 12,000 GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CUSTOMER SIGNATURE

**IMPORTANT**  
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET WITHIN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" (VERY SATISFIED IS A FAILING GRADE) PLEASE CONTACT ME IMMEDIATELY  
 TANYA OR RICH  
 SERVICE MANAGERS  
 (219) 989-7230



**Certified**

"The Factory Warranty The Warranties With R Of This Item/Items. Expressly Disclaims Al Express Or Implied, Inc Warranty Of Merchan For A Particular Purpo Neither No Other Person To Assu bility In Connection Wr Item/Items."



PLEASE LET US I ATELY IF THE R FORMED ON YOUR NOT DONE TO YC TION. IT IS OUR ALL THE REPAIR! ON THIS REPAIR O COMPLETE SATISFA YOU FOR THIS OP SERVE YOU TODAY.

