

8-11-16 NEF-010
CL-10898833-4401

Dear Sir or Madam,

AUG 18 2016

I am writing to you about my experience with my 2004 Chevy Classic. I did not receive a re-call notice, possibly because I was not the original owner.

On Sept. 24, 2013, around the first time I heard about ~~2004~~ older cars having a problem with the ignition switch, I had driven to a grocery store with no problem. Upon leaving the store, my car would not start. It did not make a sound when I tried to turn the key.

I called a tow-truck, thinking I would just get a battery jump. The battery was replaced not long before that, so I didn't know why this would happen.

Then, the tow truck driver said it was not the battery + I was towed to Bill Kay Chevrolet in Rusk, Illinois where the ignition switch was replaced. Enclosed is my invoice.

NAM
82516
SMD

2.

It was one year later when I received a re-call notice pertaining to key covers and key rings. At that time, I already knew that was not my problem, but I did have it taken care of. The letter I received was dated September 2014. My problem was not unintended ignition key rotation. The ignition lock/switch shorted out, for no reason. And, I never had anything hanging from my key, so there was no added weight, I did not go off the road or have another jarring event, where the key was moved away from the "run" position, as my re-call letter stated.

I did receive this notice, not being original owner. I am requesting re-imburement of \$637.17 for the work done, plus \$6.00 extra to tow to Lisle. This occurred in Downers Grove. I was so upset by all of this, that I could only think of the Bill Kay Dealership as the place to take the car.

3.

When I went there in Mar. 2015 to get the keys fixed, I asked to have them inform GM about all of this, and the Service Advisor made a copy of my bill and said he would take care of informing GM. After not hearing a response, I decided to write to you. There was an article in the Chicago Tribune newspaper stating GM recalled 2.6 million vehicles with faulty ignition switches in 2014, it confirms my belief that it was faulty and nothing was wrong with the keys:

The National Highway Traffic Safety Administration Campaign ID Number for this re-call is 14V400. My vehicle re-call number is 14350.

I have a 2004 Chevrolet Classic,
VIN: 1G1ND52FX4M [REDACTED]

[REDACTED]
Downers Grove, IL
[REDACTED]

Thank you for your consideration in this matter. I am hoping to hear back from you soon.

CUSTOMER #:

INVOICE



DUPLICATE 1
PAGE 1

601 Ogden Avenue
Lisle, IL 60532
(630) 968-2900

DOWNERS GROVE, IL

HOME: [REDACTED]
BUS: [REDACTED]

CELL:

SERVICE ADVISOR: 1086 RICHARD D MORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	04	CHEVROLET MALIBU	1G1ND52FX4M		46102/46105		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			19:00 24AUG13			CASH	26AUG13
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter MFI DOHC					
24AUG13	26AUG13						

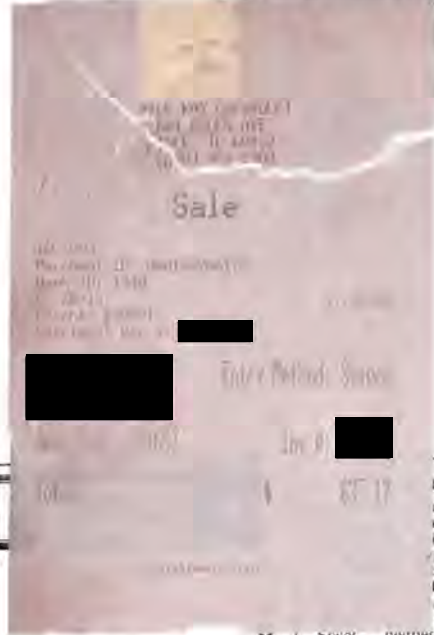
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A	TOW IN.	CUSTOMER STATES WILL NOT START						
	57	REPLACED	SHORTED OUT	IGNITION LOCK/SWITCH AND				
		PROGRAMED	TO	CAR				
		756	CPD			390.00	390.00	
	1	25832354	CYLINDER KIT		228.16	228.16	228.16	
		DISC	DISCOUNT			-10.00	-10.00	
		756	CDL					

B	MULTI POINT VEHICLE INSPECTION						
	MPVI MULTI POINT VEHICLE INSPECTION						
	756	CPM				0.00	0.00

CUSTOMER PAY MATERIALS FOR REPAIR ORDER 12.47

CUSTOMER NEEDS 50,000 MILE MAINT \$489.95, COOLA NT SERVICE \$150.00, CRANKCASE SERVICE \$139.95 TECH 756

OUR GOAL IS YOUR COMPLETE SATISFACTION
 YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS. IF FOR ANY REASON YOU CANNOT RETURN THE SURVEY COMPLETELY SATISFIED PLEASE CONTACT GEORGE WRONOWSKI OR MARK BOWLING AT *****



RB MC PAID

Extended Hours:
 Monday-Thursday
7:00 a.m. - 7:00 p.m.
 Friday
7:00 a.m. - 7:00 p.m.
 Saturday
8:00 a.m. - 1:00 p.m.



OF DISCLAIMER
 ranty constitutes all
 es with respect to
 is item/items. The
 pressly disclaims all
 ther express or
 ling any implied
 merchantability or
 particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.
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DESCRIPTION	TOTALS
LABOR AMOUNT	380.00
PARTS AMOUNT	228.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.47
TOTAL CHARGES	620.63
LESS INSURANCE	0.00
SALES TAX	16.54
PLEASE PAY THIS AMOUNT	637.17





Downers Grove, Ill.



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

20590-

