

CL-10909155-6189

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

August 31, 2016

SEP 16 2016

The reason why I am writing this is because I would like to be reimbursed for having to pay for repair service for my power steering that was fixed on my 2004 Chevrolet Malibu, VIN # 1G1Z552FX4F [REDACTED] the mileage was 67,349. The date of the repair was January 29, 2013. I bought the car on May 11, 2012

There was a power steering recall on my car and it was done on January 5, 2016. I was telling the repair man what happened to me in January 2013 about my power steering and that I had to pay out of pocket. I was told that I did not have the proper paperwork for the recall. I went back to the service station on January 12, 2016, with the same paperwork and this time I was told that I had the correct paperwork (the paperwork is enclosed in this letter). But I was told that I am not entitled for the reimbursement money because the recalled part and the part that I had fixed on January 29, 2013 were not the same. On the safety recall paperwork it stated that the previous car owner had the power steering column replaced under the Customer Satisfaction Program 04050 (paperwork is enclosed).

I feel that I should be reimbursed for the January 29, 2013 repair because it was the power steering that went on my car. This happened while I was driving the car on a very busy highway. I was able to get the car to the side of the road and off the bridge avoiding a major accident that would have caused me a great deal of physical harm.

Thank you for your time and I would appreciate if someone would contact me at

[REDACTED]

Sincerely yours,

[REDACTED]

enclosures

NM
92216
SMD



IMPORTANT SAFETY RECALL

June 2014

[REDACTED]
Oakdale, NY [REDACTED]

Dear [REDACTED]

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 your 2004 model year Chevrolet Malibu vehicle equipped with electric power steering (EPS). 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

- This notice applies to your 2004 model year Chevrolet Malibu, VIN 1G1ZS52FX4F [REDACTED]
- Your vehicle is involved in GM safety recall 14116.
- The recall repairs will be performed for you at **no charge**. Parts are not currently available, however, we will notify you again when they are available.
- If the warning message is displayed on the Driver Information Center and a chime sounds, the power steering will be lost and the vehicle will revert to a manual steering mode, which may require greater driver effort at low vehicle speeds. The power steering may return the next time the vehicle is started; however, you will still need to have your vehicle serviced when parts are available.

Why is your vehicle being recalled?

Previously, you had the steering column replaced under Customer Satisfaction Program 04050. General Motors is recalling the torque sensor assembly inside the steering column that was installed in your vehicle.

Your vehicle equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



14116 1G1ZS52FX4F [REDACTED] 13 0009699

OAKDALE, NY [REDACTED]



October 2014

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2004 model year Chevrolet Malibu was involved in GM recall 14116. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2004 model year Chevrolet Malibu vehicle equipped with electric power steering (EPS). 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

- This notice applies to your 2004 model year Chevrolet Malibu, **VIN 1G1ZS52FX4F** [REDACTED]
- Your vehicle is involved in GM safety recall 14116.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.
- If the warning message is displayed on the Driver Information Center and a chime sounds, the power steering will be lost and the vehicle will revert to a manual steering mode, which may require greater driver effort at low vehicle speeds. The power steering may return the next time the vehicle is started; however, you will still need to have your vehicle serviced when parts are available.

Why is your vehicle being recalled?

Your vehicle equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.



PAT'S SERVICE CENTER

Star Automotive Of Suffolk, Inc
 175 Greeley Ave. Sayville, NY 11782
 (631) 589-7781
 FACILITY NO. 7046624

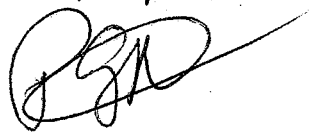
Invoice

DATE	INVOICE #
1/29/2013	[REDACTED]

PAID
 08/22/2014

BILL TO	VEHICLE SERVICED
[REDACTED] RONKONKOMA, NY [REDACTED]	04 CHEVY MALIBU PLATE # [REDACTED] MILEAGE: 67 349 vin# 1G1ZS52FX4F [REDACTED]

DUE DATE	REP	VIA	PROJECT
1/29/2013	MS		

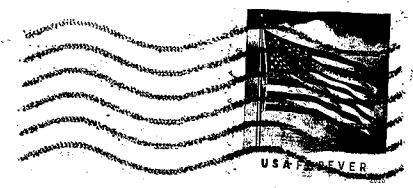
QUANTITY	ITEM CODE	DESCRIPTION	PRICE EACH	SERVICED	AMOUNT
	Part(s)	Part # 25933396-Steering column-eagle	395.95		395.95T
	Labor Hours	No power steering. Bad switch in steering column. Replace steering column and set up calibration.	270.00		270.00T
		Sales Tax	8.63%		57.47
<p>PAID CK. NO. <u>CASH</u> DATE <u>01/29/2013</u> </p>					
Total					\$723.42

Ronkonkoma NY



MID-ISLAND NY 117

10 SEP 2015 PM 3 L



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

