

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

CL-10914753-4725

My Name is [REDACTED] I bought my Monte Carlo new it's a 2003 and it has had a couple recalls never had a problem before this one there are copies attached recall 15757 part of the recall is cover removal not to replace now you look right at the motor this is ugly, I have always been proud of my car it only has 63000 miles on it. I take very good care of it I know this is a safety recall but it really is disgusting when you open the hood, I really feel if they are going to fix something do it right.

Thank you

OCT -7 2016

[REDACTED]

NAM
10716
SMD



IMPORTANT SAFETY RECALL

December 2015

[REDACTED]
Enola, PA [REDACTED]

This notice applies to your vehicle, VIN: 2G1WX12K439 [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 certain 2003 model year Chevrolet Monte Carlo 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 take 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.

CUSTOMER #: [REDACTED]

SUTL

CHEVROLET

INVOICE

SUTLIFF CHEVROLET CO.
P.O. Box 1307
13th & Paxton Sts.
Harrisburg, PA 17105
(717) 234-4444
www.sutliffchevrolet.com
FED. I.D. #23-1610030

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ENOLA, PA

HOME:

BUS:

SERVICE ADVISOR: 423 TONY MCCURDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CAPACHINO	03	CHEVROLET MONTE CARL	2G1WX12K439		62807/62807		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN03 IS							
01JAN03 DD			17:00 20JUN16		0.00	CASH	20JUN16
R.O. OPENED		READY	OPTIONS: ENG:3.8 LITER SFI				

06:11 20JUN16 16:02 20JUN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THEY HAVE A RECALL FOR 15757 UNDER HOOD FIRE BEAURTY COVER REMOVAL IS PART OF RECALL AND WILL NOT BE REINSTALLED -							
CAUSE:							
9100840 Replace Valve Rocker Arm Cover and Gasket							
natural asperation, supercharged 0.8							
163 WGM							
1 12590366 (S) COVER							
1 25532619 (S) GASKET							
FC: PART# 12590366 COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
10 did repair / 9100840 / .5a

B EMISSION INSPECTION

201 EMISSION INSPECTION							
163 CPCA							
MCI EMISSIONS CALL						32.60	32.60
PARTS: 0.00 LABOR: 32.60 OTHER: 1.47						1.47	1.47
TOTAL LINE B:						34.07	34.07

C STATE INSPECTION

SI STATE INSPECTION							
1632 CPCB						22.95	22.95
SI INSPECTION STICKER						6.25	6.25
PARTS: 0.00 LABOR: 22.95 OTHER: 6.25						6.25	6.25
TOTAL LINE C:						29.20	29.20

10 RR TIRE 9 LF TIRE 9 RR TIRE 9 LR TIRE 9 BRAKES FRONT 11 BRAKES
REAR 10 SAFETY STICKER NUMBER [REDACTED] EMISSION STICKER NUMBER
EM65073054

D 27 POINT CHECK OVER INCLUDING FREE ALIGNMENT CHECK & BATTERY CHECK

MPI 27 POINT CHECK OVER INCLUDING FREE ALIGNMENT							
CHECK & BATTERY CHECK							
1632 CPCB						0.00	0.00

SERVICE DEPARTMENTS
CAR - 13th & Paxton Streets 234-4444
TRUCK - Cameron & Paxton Streets 232-0033

WE SERVICE & SELL PARTS
FOR ALL GM MAKES & MODELS
SATURN AUTHORIZED SERVICE PROVIDER
LATE PICKUP DURING SHOWROOM HOURS

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

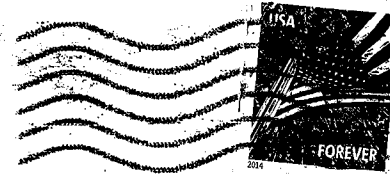
Sutliff does not assume responsibility for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or other causes beyond its control. I hereby authorize repairs not to exceed amount noted and give Sutliff's employees permission to operate vehicle as necessary. An estimate of repairs is not requested.

Customer Signature: _____

ENOLA PA

HARRISBURG PA 171

27 SEP 2016 PM 1 L



National Highway Traffic-Safety Admin
1200 New Jersey Ave, SE
Washington DC 20590

