

AUG 13 2019

July 29, 2019

Attn: Jeffrey Boyer V.P.

CL-11184070-5164

Dear Mr. Boyer:

Enclosed you will find copies of a letter along with all information that was sent to someone on 2/19/19. As of this date, I have yet to be given the respect to receive an answer from anyone from this company.

With this being said, I am writing again and enclosing all copies of everything that was sent in February. My car was a recall # 15757 for a Valve Cover Gasket leaking on my 2001 Monte Carlo. It had in fact been leaking for awhile but cost so much to repair I didn't. It seemed to be blowing oil before but now it is almost pouring out from this area and all over my concrete floor on my carport. It has leaked out a quart of oil on this floor. As you can see, I called Royal Oaks and they informed me it shouldn't have been leaking with only 2500 miles put on the car by the time it started leaking but didn't say they would correct the problem either unless "I" wanted to pay over \$500.00 to do so.

I want to know why I never received a response back from your company in regards to this problem. Apparently the problem was not fixed or someone did something very wrong for this to start leaking almost immediately after the repair...Something is not right and I would like to know what and why.

If a recall states this car could catch on fire, then this is scary. If they state they repaired yet it still leaks and almost pours out from under the fire wall, then something is still wrong and I DO NOT WANT TO DIE A FIERY DEATH trapped in my car. You might say that the limitation was up for my response, but I didn't see the notation on the bottom of my oil changes papers until I wrote you. I did call them first to verify that this gasket was in fact still leaking even though repaired by Royal Oaks at a earlier date. Even still the gasket should not have been leaking so soon either way you look at it.

I need you to respond to this at this time. If I do not receive a response this time, I will contact other sources to see what does need to be done in order to have this repaired again and done right this time. This scares me to have this much oil coming out from under the firewall section.

Your immediate attention is a must at this time.

[REDACTED]
[REDACTED]
Paducah, Ky. [REDACTED]

EA
8-16-19
UD

132



IMPORTANT SAFETY RECALL

February 2016

[REDACTED]
Paducah, KY [REDACTED]

This notice applies to your vehicle, VIN: 2G1WX15K4 [REDACTED]

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 2001 model year Chevrolet Monte Carlo was involved in GM recall 15757. 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 certain 2001 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 recall 15757.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

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?

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**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 35 to 55 minutes, depending on your vehicle's engine configuration.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Did you already pay for this repair?

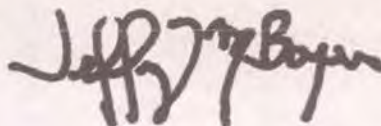
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, and have not previously submitted, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2017, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V701.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #15757

(No response to date from this letter)

February 20, 2019

To Whom It May Concern:

I am writing concerning a recall that I received in February 2016 on my Monte Carlo SS where the valve cover gasket was leaking and it was indeed doing this.

I took my car to have it repaired at Royal Oaks, Paducah, Ky on 3/9/16. From what I knew everything was done and OK. When I took my car to have the oil changed the next time, I noticed at the bottom of the page they stated that my valve cover gasket was leaking. I didn't pay any attention to it cause I just figured it was where they had warned me as they had done in the past and just failed to take it off when I had this repaired. It shouldn't have been leaking at all at that time.

Well, when I took it again, I finally took notice this was still on the bottom of the page in the "Notes" section. When I took it on 1/28/19, it was there. I called the place that changed my oil and questioned it. Ask if they just failed to take this off in this section since it had been repaired in 2016 or was it in fact "leaking" again. I was informed it had been leaking every time it was brought in. I was pretty upset about this since it was supposed to be repaired in 2016....



I in turn called Royal Oaks to ask them about it leaking so soon afterwards it being repaired and I was informed that there was nothing they could do about it and if I wanted to have it re-done, it would cost me \$500.00+. I questioned if could have been done wrong or something not installed right if it was leaking so soon. I got really no comment. I then ask if it should be leaking immediately after the repairs as it was years before it leaked the first time and now it was leaking a year after repairing. I was told could, but not likely....I am confused and concerned as well.

Can you tell me if this sounds right to you? Would it be leaking so soon after repairing? I'm sorry it took me this long to ask about this, but I do have records of it being flagged as a warning on every oil change receipt I have since 2017. Does this sound like it was in fact repaired correctly? I would love to have a response from you so I will know not to take it back to this place again if something else needs repairing....especially since he wouldn't honor their work and was not concerned about it...

I have enclosed the recall letter, the repair statement and my last oil change statements. There are only 2 changes since then with only 2,610 miles put on this car. Reason for this is because I bought a Dodge Charger 3 years ago and I drive it alot, but do rotate the two vehicles...I have knee problems and this is why I bought the Dodge, it sits up higher than the SS.

Can you tell me if it sounds right that this gasket be leaking with only 2600 miles being put on it?
Thank you for your prompt response...

Sincerely,


Paducah, Ky 

Express Lube

3239 Park Ave
Paducah, KY 42001
270-444-9609

147,075 Miles - Oil Change
- 145,989 Miles - when Repaired
only - 1086 Miles when Reported
leaking again - "NOT RIGHT"

Date: July 11, 2017 12:59
Crew: T:123 B:55 S:92

Customer Information		Vehicle Information			
[Redacted] Paducah, KY [Redacted]		YEAR: 2001	VIN: 2G1WX15K419	[Redacted]	
		MAKE: CHEVROLET	LICENSE: [Redacted]		
		MODEL: MONTE CARLO	MILEAGE: 147,075		
		ENGINE: 3.8L 6-CYL (K) FI	OIL TYPE: VA:VAL 5W30		
Fleet Information		Service History			
		DATE	MILEAGE	SERVICE	
		07/11/17	147,075	OF VA:VAL 5W30 PZ9A	
		09/10/15	145,168	FULL VA:VAL 5W30 PZ9A	
		07/21/14	142,535	FULL VA:VAL 5W30 PZ9A	
		P.O. Number:			
Service Checklist		Description	Part	Qty	Price Amount
Transmission Fluid	Checked	OIL AND FILTER	OF	1.00	35.95 35.95
Air Filter	Checked	valvoline 5w30	VA:VAL 5W30	4.50	0.00 0.00
Oil Plug	Tightened	PENNZOIL OIL FILTER	PZ9A	1.00	0.00 0.00
Leak Check	Completed				
Tire Pressure	F 40 R 40				

Notes:

VALUE COVER GASKET LEAKING; THANK YOU AND HAVE A NICE DAY; FUEL INJECTION SERVICE RECOMMENDED; LOTS OF LEAKS; Oil dip stick broken prior to service

Coupon	0.00
Discount	0.00
Sale	35.95
Taxable Amt	35.95
Sales Tax	2.16
Total	38.11

Signed X [Redacted]

Check [Redacted] (38.11)

Recommended next service on 10/11/2017 or 150,075 miles.

Balance Due	0.00
Change Due	0.00

THANK YOU FOR CHOOSING EXPRESS LUBE. SEE YOU IN 3000 OR 3 MONTHS



Dan Renshaw's
The ROCK
ROYAL OAKS
CHEVROLET CADILLAC



3417 Park Avenue • P.O. Box 9550 • Paducah, KY 42002-9550 • Ph: (270) 442-6184 • FAX (270) 442-7742 • www.royaloakspaducah.com

CUSTOMER NO. [REDACTED]	ADVISOR BARBARA	TAG NO. 87330 .222	INVOICE DATE 03/09/16
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 145,989 /
[REDACTED]	YEAR / MAKE / MODEL 01/CHEVROLET/MONTE CARLO/MONTE CARLO	DELIVERY DATE 09/18/00	DELIVERY MILES
PADUCAH, KY	VEHICLE I.D. NO. 2 G 1 W X 1 5 K 4 1 9	SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO.	P.O. NO.	R.O. DATE 03/09/16
RE [REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

TOTALS

***** YOU MAY HAVE BEEN CHARGED A SHOP	TOTAL LABOR....	0.00
* THANK YOU	TOTAL PARTS....	0.00
* () CASH	TOTAL SUBLET....	0.00
* () CHECK#	TOTAL G.O.G....	0.00
* () CREDIT CARD	TOTAL MISC CHG.	0.00
* () C/B#	TOTAL MISC DISC	0.00
* () A/R#	TOTAL TAX.....	0.00
* () CASHIER	TOTAL INVOICE \$	0.00

***** WE WANT YOU TO BE COMPLETELY SATISFIED. IF YOU'RE NOT, CALL THE SERV. MGR GREG TERRY 270-442-6184 *****

CUSTOMER SIGNATURE _____





Dan Renshaw's
The ROCK
ROYAL OAKS
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NONE	F.T.E. NO.	P.O. NO.	R.O. DATE 03/09/16
RE [REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

JOB# 1 CHARGES

LABOR
J# 1 01CVZ0001 GM RECALL TECH(S):82352 WARRANTY
 PERFORM GENERAL MOTORS TECHNICAL RECALL BULLETIN NUMBER#
 15757 PARTS ORDERED (BUTLER)
 PARTS HERE.
 FIELD ACTION NUMBER
 PERFORMED GENERAL MOTORS RECALL AS REQUIRED
 INSTALL VALVE COVER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25532619	GASKET 0.423		WARRANTY
	1	12590366	COVER 0.386		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01CVZ7 GM RECALL TECH(S):82352 WARRANTY
 PERFORM GM RECALL AS REQUIRED NUMBER
 IGN KEY
 RECALL NUMBER (MUST BE ENTERED)
 PERFORMED GM RECALL AS REQUIRED
 INSTALL KEY INSERT, 1 KEY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	23279477	COVER 2.187		WARRANTY
	2	23232599	RING 2.187		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF **\$0.00 (+TAX)**

COMMENTS
NEEDS RIDE

The Reynolds and Reynolds Company, ERA13PWVE, CC1091159 Q, (11/14)

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