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EVERETT T. SANDERS
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Reply to File #: _____

April 19, 2022

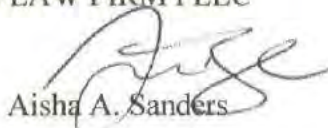
GM Recall Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

Re: [REDACTED] and Recall #14116

To Whom It May Concern:

Please be advised that our office has been retained by [REDACTED] in relation to the above referenced recall. A Recall Bulletin was issued by General Motors in 2014 regarding the Electric Power Steering on various GM cars including 2009 Chevrolet Malibus. In November of 2021, while driving in Baton Rouge, Louisiana, [REDACTED] vehicle, a 2009 Chevrolet Malibu experienced a power steering incident, causing his car to show the "S.W.S" (Steering Wheel Sensor) light. Once he was able to get the car to drive, he sought help, and learned of the 2014 recall on the Electrical Power Steering. He then contacted Skinners' Chevrolet and Buick in Terry, Mississippi. This is the dealership where the vehicle was purchased. He was told at first that his car qualified for repair under the recall, but he was later informed that it did not. [REDACTED] was then forced to pay \$1,517 to have his car repaired by Skinners. According to the recall referenced above, "Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward." Pursuant to this [REDACTED] should not have been charged for the repair to his vehicle. He is seeking a reimbursement for the money paid to Skinners as well as all additional fees incurred as a result of [REDACTED] having to retain legal counsel. Could you please contact my office as soon as possible upon receipt of this letter? Should I not hear from someone within 15 days of the date of this letter, I will be forced to take whatever steps necessary to protect my client's actionable rights.

Very truly yours,
SANDERS LAW FIRM PLLC


Aisha A. Sanders

*Licensed in Mississippi and Louisiana

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