

NVS-200

CL-10671079-4056

December 29, 2014

[Redacted]
Troy, MI [Redacted]

General Motors/Chevrolet
PO Box 909989
Milwaukee, WI 53209-9989

JAN -7 2015

Dear GM/Chevrolet,

I am very disappointed in the repair that was done for GM recall # 14294 on my 2014 Chevrolet Camaro. Prior to the recall fix, my knee never hit the key in the ignition switch. Now after the repair, my knee pinches the RKE transmitter against the key in the ignition switch every time I move my foot to the brake pedal. Since the purpose of the recall was to decrease the likelihood of unintentionally moving the key away from the "run" position, GM has failed miserably. This repair has increased the likelihood of this incident from 0% in my driving experience to the high 90%! I have expressed my concern to the dealership, and the Chevrolet help desk at 800-222-1020 (ref #: [Redacted]) but nobody seems to take the issue seriously and I was even told that what I was saying is not true and that my vehicle is now completely safe because the correct fix has been applied. Furthermore, there seems to be no interest in any GM employee that I have spoken to for getting this information to the engineering team that created this situation. I don't see any concern from GM for my safety.

I am also very disappointed that GM took the cheap way out of a situation that impacts my safety and the safety of my family. Rather than implement a design that would address the root cause of the problem, they applied a shabby quick fix by breaking my existing RKE transmitter and giving me an old fashioned key and two cheap key rings to hang my broken RKE transmitter on my old fashioned key. How cheap can you get! If I knew this is how much my purchase, driving, and safety experience mattered to Chevrolet, I would have never bought this vehicle.

If you want a satisfied customer, you should redesign your solution to this safety recall so it actually makes me safer or at least put my RKE transmitter back to its original configuration so that my knee doesn't keep hitting the key in the ignition switch!

I would like some confirmation that my concern has been heard and that you can return my vehicle to a safer operating condition than you have left it in.

Sincerely,

[Redacted Signature]

cc: Administrator, National Highway Traffic Safety Administration
Campaign ID: 14V346

NJM
1715
SMD



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

IMPORTANT SAFETY RECALL



14294 2G1FC1E39E9 [REDACTED] 13 0007896

TROY, MI [REDACTED]



August 2014

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 all 2014 model year Chevrolet Camaro vehicles. 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 2014 model year Chevrolet Camaro, VIN 2G1FC1E39E9 [REDACTED].
- Your vehicle is involved in GM safety recall 14294.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

There is a risk, under certain conditions, that some drivers may bump the ignition key with their knee and unintentionally move the key away from the "run" position. If this occurs, engine power, and power braking will be affected, and power steering may be affected increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

Your Chevrolet dealer will remove the key blade from the original flip key/RKE transmitter assemblies provided with your vehicle, and provide two new keys and two key rings per key. 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 30 minutes.

GM

**What should
you do?**

To order the parts needed for your vehicle, your Chevrolet dealer will need your vehicle's Vehicle Identification Number (VIN). The VIN has 17 alpha-numeric characters and is shown in the IMPORTANT box on the previous page. It is also imprinted on a tag on the top of the driver's side instrument panel where the windshield and instrument panel meet.

Please provide this information to your dealer as soon as possible. When the parts arrive, your dealer will contact you to arrange a service appointment. When you arrive for your appointment, please bring proof of vehicle ownership and both sets of keys with their RKE transmitters.

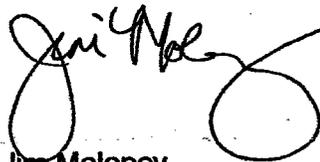
Until the recall has been performed, it is very important that you adjust your seat and steering column to allow clearance between your knee and the ignition key.

**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 14V346.

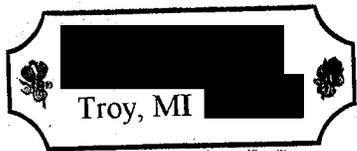
Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jim Moloney

General Director - Customer & Relationship Services

GM Recall #14294



METROPLEX MI 480

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Administration
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE.
Washington, DC 20590

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