

NVS-200

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

CL-10577669-7181

APR -2 2014

March 24, 2014

TO: NHTSA
1200 New Jersey Ave. SE
West Building
Washington DC 20590

FROM:

[REDACTED]
Bardstown, KY [REDACTED]

RE: Ignition recall of 2005 Saturn Ion

Attached is a letter sent to the Saturn Customer Assistance Center. Even though we traded our Saturn in last year, we feel damaged by GM not having a timely recall.

ET
4314
SMD

March 24, 2014

TO: Saturn Customer Assistance Center
Box 33173
Detroit, MI 48232-5173

FROM: [REDACTED]
Bardstown, KY [REDACTED]

RE: Ignition recall for 2005 Saturn Ion

Our Saturn Ion was an unreliable lemon. Several trips to GM dealerships proved useless. Many times we were unable to start our car because the electrical system was shut down. After waiting a half-hour or more the car would start. Three times the engine shut down while the vehicle was being driven. We had to wait a period of time before restarting was possible.

When the shut down happened to a technician at Franklin Family Chevy-Buick, the ignition was replaced and the "black box" rebooted. The replacement was completed free under the pretense of a pollution recall. The car continued to be unreliable.

Normally we drive a car 100,000 miles in six years. Our Saturn had 32,500 miles in 7½ years. The low mileage was the result of being afraid of getting stranded more than a few miles from home. Our other car was used for most long distant trips.

In May of 2013 we parked our car and then found ourselves locked in our car without electrical power. We traded our Ion for a Chevy Malibu that week. Your recall of ignition problems late in coming and your ability to fix the problem questionable.

A settle^{ment} I read about indicated that a rebate was available towards the purchase of a new GM car for owners of vehicles recalled with ignition problems. We feel we are entitled to a cash rebate of that same amount because you were not timely in your recall. A copy of our purchase order is attached.

A written response is requested.

copy: NHTSA

FRANKLIN FAMILY CHEVY-BUICK
P.O. Box 1520 • Bardstown, Ky. 40004 • 502-348-3964

PURCHASE ORDER

Date 05/08/13	Price of Vehicle	\$	28,625.23
Salesman	State Tax, License and Transfer	\$	1,507.51
Purchaser Name TANYA LARUE	Processing Fee		299.00
Address		\$	N/A
City State ZIP		\$	0.00
DOB BARDSTOWN KY		\$	
Cell Phone Phone E-mail		\$	
Co-Purchaser Name	Total Selling Price	\$	N/A
Address	Less Trade-In(s)	\$	6,000.00
City State ZIP	Amount Owed on Trade-In(s)	\$	N/A
DOB BARDSTOWN KY	Difference	\$	24,431.74
Cell Phone Phone E-mail	Cash Down Payment	\$	N/A
	Rebate (If Applicable)	\$	3,500.00
	Balance Due on Delivery	\$	20,931.74
	Unpaid Difference (Financed)	\$	20,931.74

VEHICLE PURCHASED

Year NEW 2013	Make CHEVROLET
Model MALIBU	
VIN # 1G11E5SA70F	
Mileage N/A	Color

TRADE-IN INFORMATION

Year 2005	Make SATURN
Model ION	
VIN # 1G8AL54F05Z	
Mileage 32,503	Color BEIGE
Salvage Title	<input type="checkbox"/> Yes <input type="checkbox"/> No

PAYOFF ON TRADE-IN

Amount	N/A
Where	
Good Until	Per Diem

PURCHASER CERTIFICATION

1. I hereby certify that this order includes all of the terms and conditions on both the face and the reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE; AND

2. All equipment (including tires) as appraised on my trade-in will remain.

3. I certify that I am 18 years of age or older, and that I have read the printed matter on the front and back hereof, and agree to it as a part of this order the same as if it were printed above my signature.

A processing fee in not an official fee and is not require by law, but may be charged to a buyer for the handling of documents and the performing of services related to the closing of a sale. A buyer may avoid payment of the fees by handling these documents and performing these services.

COMMENTS

N/A
N/A

If Purchasing A New Vehicle:

VPP Pricing No Plan

WARRANTY

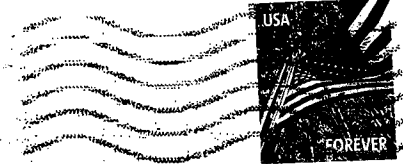
- As-Is No Warranty – This vehicle does not come with any warranty and customer is responsible for all repairs from this day forward.
- Factory Warranty – This vehicle is covered by a factory warranty as disclosed by the manufacturer of it.
- Extended Warranty – This vehicle is covered by an extended warranty for a certain period of time. The period of time for this extended warranty is as follows:

Signature of Purchaser _____ Signature of Co-Purchaser _____
Signature of Management for Franklin Family Chevy-Buick _____

[Redacted]
Bardstoun, ky [Redacted]

LOUISVILLE KY 400

25 MAR 2014 PM 3:1



W40-304

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
West Building
Washington D.C. 20590

20590

