

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

CL-10578713-9264

March 27, 2014

SATURN
PO BOX 909989
MILWAKEE, WI 53209-9989

APR -3 2014

RE: [REDACTED]

DALY CITY, CA [REDACTED]

SATURN ION MODEL YEAR 2003
VIN 1G8AG52F73Z [REDACTED]
RECALL 14063

To Whom It May Concern:

I HAVE BEEN HAVING PROBLEM WITH THE IGNITION SINCE THE TIME I PURCHASED MY CAR. I TOOK IT TO DIFFERENT CAR SHOP TO HAVE IT CHECKED BUT SOMEHOW THEY CANNOT DETECT WHAT IS WRONG WITH MY CAR. ONE OF THEM IS AGUNDIS TIRE SHOP LOCATED IN 450 VICTORY AVE SOUTH SAN FRANCISCO CA 94080, OWNER PATRICK TOMAS PHONE 650-244-9607 AND LAST ONE WAS WITH: SO CITY SHELL LOCATED AT 123 LINDEN AVE SO SAN RANCISCO CA 94080. ELVIN THE OWNER 650-583-0755 CHARGED ME FOR THE COMPUTER DIAGNOSTIC BUT UNFORTUNATELY HE CANNOT DETECT EITHER WHAT IS WRONG WITH MY CAR; INSTEAD REPLACE D A NEW BATTERY. I CALLED TO ASKED HIM IF HE CAN PROVIDE ME THE RECEIPTS BUT HE SAID IT HAS BEEN OVER PAST TWO YEAR. I SPENT SO MUCH TIME AND EFFORT TO FIND OUT WHAT THE PROBLEM IS. IT IS TOO STRESSFUL FOR AND I FEEL SCARED WHEN I TRAVEL. I HAVE BEEN COMING TO WORK LATE MOST OF THE TIME BECAUSE THE IGNITION TURNS OFF IMMEDIATELY AFTER I TURN IT ON. I HAVE TO WAIT ANOTHER 15 MINUTES TO HALF AN HOUR BEFORE THE ENGINE TURNS BACK OFF AGAIN. I GOT SCARED WHEN I RECEIVED YOUR LETTER STATING SAFEY RECALL. I WOULD LIKE TO REQUEST FOR A REFUND FOR THE DIAGNOSTIC AND FOR ALL EMOTIONAL TROUBLES I HAVE BEEN GOING THROUGH. I FEEL APPREHENSIVE AND NOT FEELING SAFE NOW THAT I HEARD ABOUT THE DANGERS PEOPLE WENT THROUGH.

YOUR KIND CONSIDERATION IS GREATLY APPRECIATED.

Sincerely,

[REDACTED]

Daly City Ca

Cc: Administrator, National Highway Traffic saety administration
1200 New Jersey Ave , SE, Wasington, DC 20590

*Also, please find copy of letter
mailed to me.*

NM
4714
SMD



IMPORTANT SAFETY RECALL

March 2014

[REDACTED]
Daly City, CA [REDACTED]

Diagnos =

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 2005-2007 model year (MY) Chevrolet Colbalt, 2006-2007 MY Chevrolet HHR, 2005-2006 MY Pontiac Pursuit, 2006-2007 MY Pontiac Solstice, 2007 MY Pontiac G5, 2003-2007 MY Saturn ION, and 2007 MY Saturn Sky vehicles. As a result, GM is conducting a 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 2003 model year Saturn ION, VIN 1G8AG52F73Z [REDACTED]. It is involved in safety recall 14063.
- Until the recall repairs have been performed, it is **very** important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from your key ring.
- When parts become available, GM will notify you to schedule an appointment with your General Motors dealer.
- The recall repairs will be performed for you at **no charge**.

Why is your vehicle being recalled?

There is a risk, under certain conditions, ~~that your ignition switch~~ may move out of the "run" position, resulting in a partial loss of electrical power and turning off the engine. This risk increases if your key ring is carrying added weight (such as more keys or the key fob) or your vehicle experiences rough road conditions or other jarring or impact related events. 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.

Until the recall repairs have been performed, it is **very** important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from your key ring.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your General Motors dealer will replace the ignition switch on your vehicle. This service will be performed for you at **no charge**. Because of scheduling

GM

requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 40 minutes.

We are working as quickly as possible to obtain parts, and expect to have parts beginning in April of this year. We will contact you as soon as parts are available so that you can schedule an appointment with your dealer to have your vehicle repaired.

What should you do?

When GM notifies you that parts are available, you should contact your General Motors dealer to arrange a service appointment. In the meantime, remove all items other than the vehicle key from your key ring.

Did you already pay for this repair?

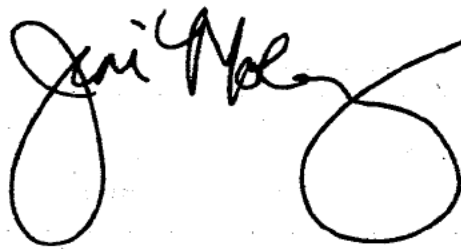
When GM notifies you that parts are available, GM will also provide instructions for you to request reimbursement if you paid for repairs for the recall condition previously.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).

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 14V-047.

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

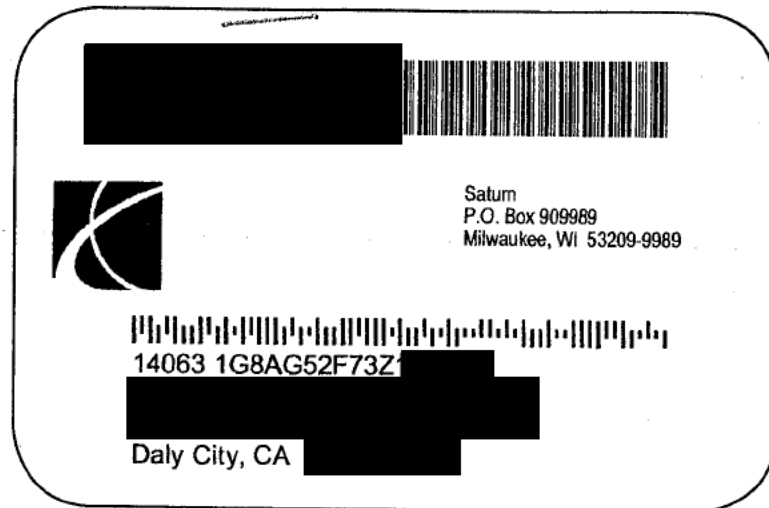
GM Recall #14063

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What should

When GM notifies you that parts are available, you should contact your



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SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Jim Moloney
General Director – Customer & Relationship Services



Daly City CA,




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