

April 4, 2014

CL-10584836-7607

General Motors Co.
PO Box 33170
Detroit MI 48232-5170

APR 15 2014

To Whom It May Concern:

We have been extremely happy with our 2003 Ion Saturn. So much so that we hung onto it until our precious daughter turned 15 and began driving it in 2010. I absolutely cannot believe that she could have been seriously injured, totally disabled, or even killed like 13 others who have so unnecessarily lost their lives. Especially since her last 4 years behind the wheel are proven to be the most dangerous because she is an inexperienced teen.

I find it totally unacceptable that a company such as General Motors has allowed this cover up to go on for so many years when the cost of repairing the faulty ignition switch is minimal. The cost to GM was considered more important than the value of human life. The recall letter advised us to remove all keys and fob from the key ring. Really? This lame temporary fix was supposed to save my daughter's life in the event of an accident? And what about any of her friends lives that we were liable for while passengers in her car? We ofcourse have limited the use of this car during her busy senior year of high school and her part time job, which has certainly been a big inconvenience to our family. Not to mention that she was afraid to drive the car after seeing pictures of the accidents and burnt out cars on the news.

On April 1 when calling to check if the part was in, I was informed by our local dealer that we could have had a free rental car. GM doesn't have the decency to inform us of this simple precaution. I am so thankful to God that we are among the lucky ones and my daughter is alive today. My heart goes out to the families who have lost loved ones so unnecessarily.

Why haven't you valued your customers? Why weren't we notified of the rental car option that could have saved me many hours of lost wages and valuable time lost due to having to transport my daughter?

Have any execs at GM suffered the devastating loss of a loved one due to this disgusting case of corporate greed???

Sincerely,

Olathe, Kansas

CC: National Highway Traffic Safety Admin
1200 New Jersey Ave. SE
Washington, DC 20590

NAM
42114
SMD



IMPORTANT SAFETY RECALL

March 2014

[REDACTED]
Olathe, KS [REDACTED]

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 1G8AJ52FX3Z [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

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?

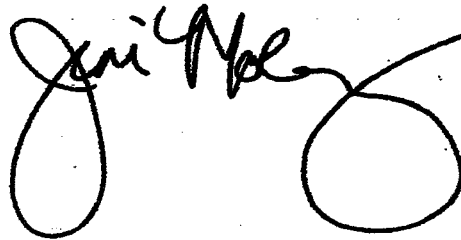
When GM notifies you that parts are available, GM will also provide instructions for you to request reimbursement if you paid for repairs for the recall condition previously.

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.

A handwritten signature in black ink, appearing to read "Jim Moloney", with a large circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall #14063

[REDACTED]
OLATHE, KS [REDACTED]



Natl Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington DC

20590
[POSTNET barcode]