

April 3, 2014

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

CL-10585925-1708

Dear GM Oldsmobile Representative and NHSTA Representative:

In regards to the GM ignition switch recall, I would like to bring to your attention that I also had problems with my ignition switch in my 2002 GL Oldsmobile Intrigue on May 22, 2013.

My ignition key became stuck and would not turn over the engine.

APR 24 2014

My car was towed to the GM dealership, nearest to my residence, Smedleys GM, for repair.

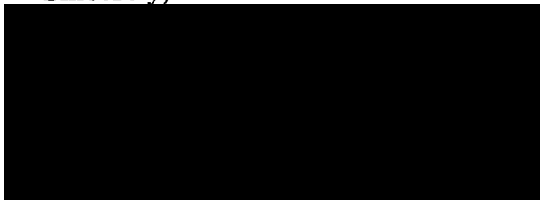
Enclosed is the bill for the ignition switch repair.

My father was a GM employee. He told me when I purchased this car, the last year this model was manufactured and my fourth GM vehicle, that the company would continue to supply the parts.

I have been grateful for the available parts and for keeping this twelve year old car operational.

I will certainly appreciate your looking into this matter, as I feel it is closely linked to the major recall at hand. Any compensation for this repair would be greatly appreciated.

Sincerely,



Vandalia, OH 

AM
5114
SMD

CUSTOMER #: 64997

PAID 674444
INVOICE

Smedleys Putting Value On The Road Since 1995
CHEVROLET
 P.O. Box 516 · Vandalia, Ohio 45377-0516
 850 W. National Road · (937) 898-5894
 www.smedleys.com

VANDALIA, OH

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 8108 JACOB B BASTIAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAX
BLACK		02	OLDSMOBILE INTRIGUE		1G3WS52H52F		190254/190254		T076
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN02 DD			18:00 20MAY13				CASH	22MAY13	
R.O. OPENED		READY		OPTIONS: ENG:3.5 LITER_SFI TRN:A					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE VEHICLE HAS A HARD TIME STARTING WHERE THE KEY
WILL GET STUCK IN THE IGNITION

* CAUSE: IGNITION SWITCH

16 ENGINE MECHANICAL

8077 CPC 1.00

1 25832354 CYLINDER KIT

1 999 CODE CHRG

REPLACED IGNITION SWITCH AND REPROGRAMED

B CUSTOMER STATES THERE IS A CRUNCHING SOUND IN THE STEERING OR FRONT
END WHEN DRIVING

CAUSE: STEERING GEAR AND STABILIZER LINKS

13 STEERING

8077 CPC 3.50

1 88991033 REMANUFACTURED GEAR

1 89021185 FLUID

REPLACED STEERING GEAR AND TIGHTENED STABILIZER LINKS IF THE NOISE
PERSIST THE VEHICLE WILL NEED TO COME BACK IN FOR STABILIZER LINKS AND
TIE ROD ADJUSTMENTS PERFORMED ALIGNMENT AND TEST DROVE

C CUSTOMER STATES THE FUEL GAUGE IS IRRATIC AND DOES NOT READ THE FUEL
LEVEL IN THE VEHICLE

CAUSE: FUEL LEVEL SENSOR

19 ENGINE FUEL

8077 CPC 1.00

1 89060197 SENSOR KIT

REPLACED FUEL LEVEL SENSOR AND REPROGRAMED SYSTEM

EST: 200.00 20MAY13 16:23 SA: 8108

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

10.00

LIMITED WARRANTY		DESCRIPTION	TOTALS
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any consequential damages or commercial losses arising out of such purchases. (A copy of this repair order must be presented.)		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
CUSTOMER SIGNATURE		SALES TAX	
		PLEASE PAY THIS AMOUNT	

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

CUSTOMER #: 64997

674444



INVOICE

P.O. Box 516 · Vandalia, Ohio 45377-0516
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VANDALIA, OH

PAGE 2

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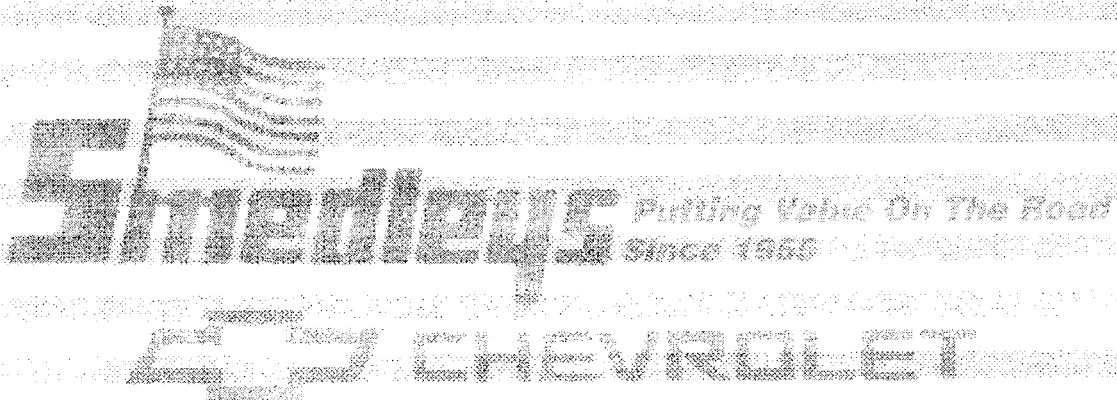
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX
BLACK	02	OLDSMOBILE INTRIGUE	1G3WS52H52F [REDACTED]		190254/190254	T078
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN02 DD			18:00 20MAY13			CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5_LITER_SFI TRN:A				
16:23 20MAY13	16:26 22MAY13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

THANK YOU FOR HAVING YOUR
VEHICLE SERVICED AT
SMEDLEYS CHEVROLET

CASH CHECK VISA M/C AE DISCOVER

CHECK# _____ CHARGE# _____

**LIMITED WARRANTY**

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Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

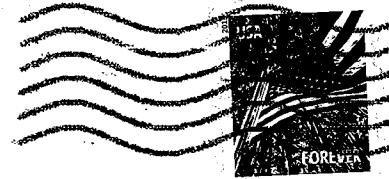
DESCRIPTION	TOTALS
LABOR AMOUNT	499.85
PARTS AMOUNT	758.54
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	1268.39
LESS INSURANCE	0.00
SALES TAX	88.79
PLEASE PAY THIS AMOUNT	1357.18

CUSTOMER SIGNATURE

[REDACTED]
Vandalia, OH [REDACTED]

COLUMBUS OH 431

04 APR 2014 PM 11



Att:
GM ignition
switch recall

NHTSA
US Department of Transportation
Washington, D.C.
20590

20590

