

CL-10585934-3192

April 8, 2014

Re: 1998 Pontiac Grand AM GT

APR 24 2014

To Whom It May Concern:

In June 1998 I purchased a 1998 Pontiac Grand AM GT. My car is very well maintained. On the morning of March 28, 2014 I went out to my car to go to work like I always do as I got in to start my vehicle my engine made an unusual noise. The noise sounded like a vacuum cleaner does when you get a rug stuck in it. Turned the ignition off in the hopes of it would stop, but it did not. I took the keys out of the ignition and it continued to make the sound with the keys in my left hand hanging out the window.

My husband had emerged to the garage from the loud noise that my car was making and suggested I put the key back in and try starting it again to see if it would fix itself. It did not work, no matter how many times I did it and I kept taking the keys out of the ignition after each try. We had to disconnect the battery to get it to shut off.

When I got off from work we went by Steve's Automotive Auto Repair, 504 West Kathryn Street, Nixa, MO 65714 phone number (417) 724-1500. I spoke with the Owner Steve; he said he had good news and bad news. The good news was he fixed my car temporality and the bad news is my car had a campaign on it. The dealer either did not fix the recall on the ignition switch or it was not fixed properly. He stated I needed to get my car to the dealership and have them fix it properly; otherwise it will cause a fire that I might not be so lucky the next time it happens. He has heard other cars have done that and people have lost their homes, for the fire had started in their garages. Steve said he would talk to the dealership if we need him to.

My husband and I were at Thompson Buick GMC Cadillac, 1555 E Independence St, Springfield, MO 65804 phone number (417) 597-3918 the next morning. A service writer Pete greeted us and we explained the situation. Pete said that there was nothing wrong with my ignition switch and it was a computer problem. He said it was fixed and the garage does not know what they are talking about. He ran us off when we asked them to fix the problem.

My husband called General Motors Pontiac customer service assistance 1-800-762-2737 Monday morning March 31, 2014. He was on hold for an hour than hung up. Proceeded to call every day and finally got a hold of someone there on April 8, 2014. The lady who answered the phone told [REDACTED] she has no intention of reimbursing me for the money that it cost me to tow my car and buying a new starter, since the ignition switch burned up my starter. Nor do they fix ten year old recalls.

ET
5114
SMD

Every time I get in my car now whether it be to start it or to turn it off I am in fear. I am scared to death wondering is this going to be the time my car catches on fire because I cannot get to it in time to disconnect the battery. My previous car that I owned was a Buick Regal. I will not be buying another general motors car as my new car.

I will be sending a copy of this letter to the National Highway Traffic Safety Administration's Auto Safety
Mail: NHTSA

- NHTSA Headquarters
- 1200 New Jersey Avenue, SE
- West Building
- Washington, DC 20590

Address

General Motors Company
P.O.Box 33170
Detroit, MI 48232-5170

Sincerely,

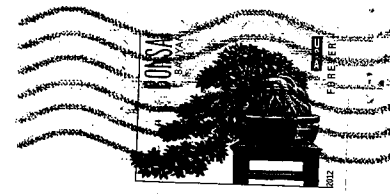
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Nixa, Mo

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SPRINGFIELD MO 658

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Nixa, Mo

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

20590

