

CL-10588997-6181

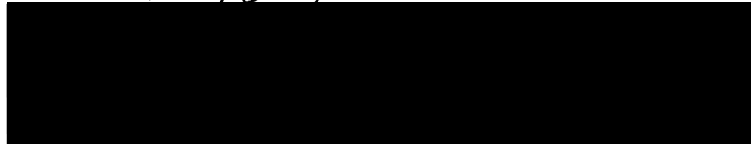
MAY - 7 2014

To whom It May Concern,

I had already had my car serviced
because the key kept getting stuck
in the ignition and the key wouldn't
turn, and here is my proof.

So I paid for the service

Thank
you



NM
51314
SMP

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [REDACTED]

Street Address or P. O. Box Number: [REDACTED]

City: Ulsalia State: CA Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED] *Receipt Law*

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number: _____ (17 Characters)

Mileage at Time of Repair: 94511/94511 Date of Repair: 08-12

Amount of Reimbursement Requested: \$ 263.09

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the [REDACTED] for the repair covered by this letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ 263.09

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

over



IMPORTANT SAFETY RECALL

April 2014

Visalia, CA

MAY - 7 2014

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that one or more defects as described below which relate to motor vehicle safety exist in all 2005-2007 model year (MY) Chevrolet Cobalt, 2006-2007 MY Chevrolet HHR, 2007 MY Pontiac G5, 2006-2007 MY Pontiac Solstice, 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 2005 model year Saturn ION, VIN 1G8AG52F15Z
- Parts needed for the recall repairs are becoming available for dealers to order. Please contact your General Motors dealer to schedule an appointment to have the recall repairs performed on your vehicle.
- 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 the key ring. Also, when exiting your vehicle, always make sure your vehicle is in "Park", or in the case of a manual transmission, put the transmission into reverse gear and set the parking brake.
- 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.

Some of these vehicles may also have a condition in which the ignition key may be removed when the ignition is not in the "Off" position. If the ignition key is removed when the ignition is not in the "Off" position, unintended vehicle motion may occur: (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.



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. Also, when exiting your vehicle, always make sure your vehicle is in "Park", or in the case of a manual transmission, put the transmission into reverse gear and set the parking brake.

What will we do?

Your General Motors dealer will replace the ignition switch on your vehicle whether it is the original switch or a replacement. For vehicles that have not previously had an ignition cylinder replacement under warranty, dealers will replace the ignition cylinder. Dealers will also cut and, if necessary, re-learn two ignition/door keys for each vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 90 minutes.

If required, your dealer will provide you with some form of courtesy transportation at no charge while your vehicle is at the dealership for this repair.

What should you do?

You should contact your General Motors dealer to arrange a service appointment as soon as possible. **Until the recall repair has 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. Also, when exiting your vehicle, always make sure your vehicle is in "Park", or in the case of a manual transmission, put the transmission into reverse gear and set the parking brake.**

Did you already pay for this repair?

Even though you may have already had the ignition switch replaced, you will still need to take your vehicle to your dealer to have the switch replaced. If you have paid to have your vehicle's ignition switch or ignition cylinder replaced, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2015, unless state law specifies a longer reimbursement period.

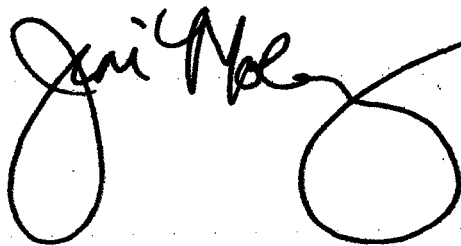
Do you have questions?

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 Numbers for these recalls are 14V047 and 14V171.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

For additional information regarding this recall, please go to www.gmignitionupdate.com.

A handwritten signature in black ink, appearing to read "Jim Moloney". The signature is stylized with large loops and a long horizontal stroke extending to the right.

Jim Moloney
General Director – Customer & Relationship Services

Enclosure

GM Recall Bulletin Numbers: 13454 or 14063, and 14113 or 14133

CUSTOMER #: 60858

291766

GIANT



INVOICE

1001 S. BEN MADDOX WAY
P.O. BOX 2576 - VISALIA, CA 93279-2576
(559) 733-1100 (800) 955-4080
BAR # ARD025421 EPA # CAL 000211557

VISALIA, CA

PAGE 1

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 11 ERIC LIDEN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Saturn ION and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Details work order A: KEY REPLACED, including parts like CCC, CYLINDER KIT, and KEY.

INSPECT AND FOUND KEY CYLINDER JAMMED. NEED KEY AND KEY CYLINDER. REPLACE KEY AND KEY CYLINDER.

B PERFORM TIRE PRESSURE CHECK AS MANDATED BY CARB REGULATION SECTION 95550 OF TITLE 17 OF THE CALIFORNIA CODE OF REGULATIONS. ADJUST TIRE PRESSURES TO MANUFACTURE RECOMMENDATION FOR VEHICLE AND RECORD P.S.I ON JOB CARD.

CHEVROLET CADILLAC (N/C)
CHECKED ALL TIRE PRESSURES AND ADJUST TO PROPER PSI AS SUGGESTED BY MANUFACTURE FOR VEHICLE AS FOLLOWS: LEFT FRONT TIRE PSI: (35) RIGHT FRONT TIRE PSI: (35) LEFT REAR TIRE PSI: (35) RIGHT REAR TIRE PSI: (35)

C PERFORM MULTI-POINT VEHICLE INSPECTION
INSP PERFORM MULTI-POINT VEHICLE INSPECTION 6 ISEC (N/C)
PERFORM MPI, SEE RO HARD COPY FOR SOME CONCERNS. NOTE VEHICLE HAS FRONT END DAMAGE.

Form with sections for ORIGINAL ESTIMATE, AUTHORIZED REVISED ESTIMATE, DESCRIPTION, and TOTALS. Includes acknowledgment of price increase and receipt of vehicle.



www.giantautomotive.com

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

CUSTOMER #: 60858

291766

GIANT



CHEVROLET - CADILLAC

INVOICE

1001 S. BEN MADDOX WAY
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(559) 733-1100 (800) 955-4080
BAR # ARD025421 EPA # CAL 000221587

VISALIA, CA

PAGE 2

SERVICE ADVISOR: 11 ERIC LIDEN

HOME: CONT: [REDACTED]
BUS: CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MAROON	05	SATURN ION	1G8AG52F15Z [REDACTED]		94511/94511	T5436	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:00 07AUG12			CASH	08AUG12
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:06245 ENG:2.2_Liter 1)GMPR CARD#1620					
12:55 07AUG12	11:32 08AUG12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<p>FOR YOUR CONVENIENCE, YOU MAY SCHEDULE A SERVICE APPOINTMENT AND OR CHECK THE STATUS OF YOUR VEHICLE ON LINE BY SELECTING THE GIANT SERVICE BOX IN THE CENTER OF THE PAGE @ WWW.GIANTAUTOMOTIVE.COM</p> <p>THANK YOU FOR YOUR BUSINESS</p>							

GIANT

CHEVROLET · CADILLAC

GIANT

CHEVROLET · CADILLAC



www.giantautomotive.com

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$ _____	\$ _____	LABOR AMOUNT	142.50
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PARTS AMOUNT	88.51
		GAS, OIL, LUBE	0.00
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.		SUBLET AMOUNT	25.00
		MISC. CHARGES	0.00
CUSTOMER INITIAL: <input checked="" type="checkbox"/>		TOTAL CHARGES	256.01
		ADJUSTMENTS	0.00
CUSTOMER SIGNATURE: <input type="text"/>		SALES TAX	7.08
		PLEASE PAY THIS AMOUNT	263.09

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ Tag#: _____ License#: _____

■ Checked and OK ■ May Require Attention Soon ■ Requires Immediate Attention

WIPER BLADES

RF
LF
Rear (if applicable)
Windshield condition
Cracks _____ Chips _____

OnStar active **On** Service History Check

Enrolled in OVD Air Conditioning Performance

Enrolled in DMN Remaining engine oil life: _____ %
Reset: _____ N/A: _____

CHECK BATTERY

Battery health
Battery cables and connections

CHECK TIRES AND TREAD DEPTH

Rotation needed Alignment needed Balance needed
 Rotation performed Alignment performed Balance performed

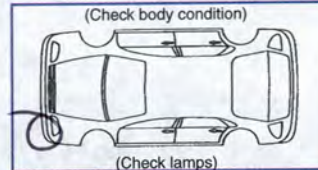
8/32 or Greater
7/32
6/32
5/32
4/32
3/32 or Less

LF

ACTUAL
LF LR

8/32 or Greater
7/32
6/32
5/32
4/32
3/32 or Less

LR



8/32 or Greater
7/32
6/32
5/32
4/32
3/32 or Less

RF

8/32 or Greater
7/32
6/32
5/32
4/32
3/32 or Less

RR

ACTUAL
RF RR

Lowest Tread Depth: _____ /32

LF Wear Pattern RF
 LR Damage RR

PSI@: _____ set to: _____ PSI PSI@: _____ set to: _____ PSI PSI@: _____ set to: _____ PSI

CHANGE ENGINE OIL & FILTER N/A

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Brake fluid reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Coolant recovery reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Power steering	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield washer	<input type="checkbox"/>

7 mm greater
6 mm
5 mm
4 mm
3 mm/less
2 mm/less
1 mm/less

LF RF LR RR

ACTUAL
LF RF LR RR

Lowest Front Lining _____ Lowest Rear Lining _____

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

Brake system (also including lines, hoses and parking brake)

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fuel system (also including gas cap seating)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine, transmission, drive axle, transfer case
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, leak/other
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks and struts - also check operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Belts: engine, power steering and/or V-drive
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hoses: engine, power steering and HVAC
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air filter <i>Housing Broken</i>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Passenger Compartment Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering components and steering linkage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system components
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Body components lubrication

Additional Recommended Services

- 1) Front end Body damage
- 2) air filter housing broken
- 3) LH T/S Blink Fast

Service Consultant: _____ Technician: _____ No.: _____

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraint system component check
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Chassis components lubrication
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drive Axle (leak/other)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaporative control system

