

May 6, 2014

MAY 15 2014

To whom it may concern,

I purchased my 2005 Saturn Ion 1 brand new in 2005. It was one of the best cars that I have had, except for the power steering going out constantly.

I would be driving my 30 miles each way to work on I-75 and everywhere else I drove and the power steering would just go out. I went to Keys enterprises/Dbc Correct Car Care. That is where I always took my care when I needed something fixed.

They told me that it was automatic power steering. I had thought that I needed to put power steering fluid in to fix the problem, but he told me that no that was not the problem.

He told me that he had worked on so many Saturn Ion's with the same problem and that it would cost around \$500.00 and that he couldn't guarantee that it would fix the problem.

Well I could not afford that. I also could not afford to drive it the way it as so I had to sell it.

Had it not been for that problem I would still have that car. Now I have a car payment and higher car insurance.

I believe that I should receive some compensation for that. I would still be driving that car but could not afford to pay that amount of money and not have it be guaranteed. I do expect to get refunded for my \$40.00 that I paid to have him tell me what the problem was.

I do not know how you could have just turned your head at this problem. You are so willing to take our money but when it comes down to fixing a problem that is your responsibility, you just turn your heads the other way. That is not customer satisfaction.

I do expect to receive a letter back on this matter.

Thank You



AM
52314
SMD

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Clarkston State: MI Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: 4/25/14

Vehicle Identification Number of Involved Vehicle: 1G8AG52F35Z _____
(17 Characters)

Mileage at Time of Repair: 99,862 Date of Repair: 9/13/2013

Amount of Reimbursement Requested: \$ 40.00

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 expense I incurred for the repair covered by this letter.

Customer's Signature: _____

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: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

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



IMPORTANT SAFETY RECALL

April 2014

██████████
Clarkston, MI ██████████

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 1G8AG52F35Z ██████████
- 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.

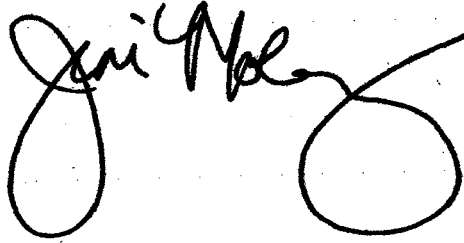
Do you have questions?

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

Keys Enterprises/Db a Correct Car Care

27366 John R Road
 Madison Heights, MI. 48071
 Phone - 248-544-2620 Fax - 248-544-0476
 J KEYS M204746

INVOICE

21514

F-151177

Invoice Date : 09/13/2013

Work Completed Date : 09/13/2013

Print Date : 04/23/2014

INVOICE FROM HISTORY

[Redacted]

Clarkston, MI [Redacted]
 Cellular [Redacted]
 Cust ID : 2801

2005 Saturn - Ion 1 - 2.2L, In-Line4 (134CI)

Lic # : -

Odometer In : 0

Unit # :

Vin # :

Hat # :

Ref # :

Part	Description	Quantity	Unit	Price	Extended	Labor Description	Extended
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CHECK NO POWER STEERING	40.00
SCAN SYSTEM-FOUND MULTIPLE CODES--ROAD TEST AND POWER STEERING WORKING--CLEAR ALL CODES--INFORMED CUST TO DRIVE UNTIL PS FALIURE AGAIN	

Org. Estimate \$ 40.00 Revisions \$ 0.00 Current Estimate \$ 40.00

Labor:	40.00
Parts:	0.00
Sublet:	\$0.00
Sub:	40.00
Tax:	0.00
Total:	40.00
Bal Due:	\$0.00

[Payments - Check - \$40.00]

PLEASE VISIT OUR WEBSITE @ www.correctcarcare.com

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 90 days or 4,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

Clarkston, MI

METROPLEX MI 480

06 MAY 2014 PM 4 L



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

20590

