

CL-10597168-3057

TO WHOM THIS MY CONCERN,

I [REDACTED]

PURCHASED MY 2003 SATURN ION
VIN 1G8AL52F232 [REDACTED] IN 2013
FROM A FRIEND OF A FRIEND WHO OWNS
HIS OWN AUTO REPAIR AND IS A
LINCENCED MECHANIC IN DAYTONA BEACH,
FLORIDA. SO WHEN I PURCHASED THE
CAR FROM HIM I DECIDED HE WOULD
BE MY MECHANIC SINCE THE CAR
BELONGED TO HIM. THE BUSINESS IS
AUTO MASTERS INC. 229 RIDGEWOOD AVE.
HOLLY HILL, FL 32117.

JUN - 2 2014

AFTER OWNING THE CAR FOR QUITE
A FEW MONTHS I WAS HAVING
PROBLEMS WITH THE CAR NOT STARTING
INTERMITTENTLY. THIS HAPPENED A FEW
TIMES WHERE I WAS ACTUALLY STRANDED
ALONE FOR LENGTHS OF TIME AND
ONCE I HAD TO LEAVE THE CAR
OVER NIGHT IN A PARKING LOT OF A
RESTURANT CAUSE THE CAR WOULD NOT START.

MY DAUGHTER TOLD ME SHE HEARD
ABOUT A RECALL ON MY CAR AND
PEOPLE WERE GETTING KILLED BECAUSE
THEIR CARS WERE STOPPING WHILE
DRIVING MID TRAFFIC.

NAM
6514
SMD

THEN IN MARCH I DID RECEIVE A LETTER REGARDING THE RECALL. I CALLED THE TOLL FREE NUMBER AND SPOKE TO SOMEONE NAMED RED WHO GAVE ME A CASE NUMBER 71 128 816 9901 AND HE ALSO GAVE ME THE ADDRESS OF THE LOCAL GM DEALER AT 932 N. NOVA RD, DAYTONA BCH, FL. 386-258-3311. I CALLED THEM IN MARCH AND SPOKE TO A SERVICE TECH NAMED DEND IN EARLY MARCH 2014, BUT HE DID NOT ASK FOR ANY INFORMATION HE JUST SAID THE PART IS NOT AVAILABLE YET AND TO CALL BACK ON 4-17-14 I CALLED BACK AGAIN AND SPOKE TO A SERVICE TECH NAMED DAVID AND I GAVE HIM MY VIN NUMBER, NAME, PHONE NUMBER, ETC... MY CAR STILL HAD SAME PROBLEM INTERMITTENTLY SO I CALLED BACK ON 4-28-14 AND SPOKE TO ANOTHER SERVICE TECH WHO'S NAME I DID NOT GET BECAUSE HE DISCONNECTED BEFORE I COULD GET IT, BUT HE SAID THEY HAD NO RECORD OF MY INFORMATION OR THE PART

BEING ORDERED. I WAS SO UPSET THAT THIS WAS MY THIRD TIME TRYING TO GET ASSISTANCE TO NO ADVAIL AS WELL AS MY CAR STILL NOT STARTING THAT MORNING WHEN I WAS ON MY WAY TO WORK.

I HAD RECEIVED TWO RECALL LETTERS BY THIS TIME AND READ ABOUT THE REIMBURSEMENT FOR THE EXPENSE IF THE PART WAS ALREADY REPLACED. I THEN PROCEEDED TO CALL MY MECHANIC, WHO ORDERED THE PART AND TWO DAYS LATER INSTALLED THE IGNITION SWITCH, PLEASE SEE ATTACHED RECEIPTS OF PART, LABOR, PAYMENT, VIN #, DESCRIPTION OF PROBLEM, LETTER HEAD OF WHO DID THE REPAIR, TOTAL COSTS. ALL THE INFORMATION LISTED ON THE REIMBURSEMENT FORM REQUESTED.

AS I WAS WAITING FOR THE CAR REPAIR ON 4-30-14 I DECIDED TO CALL BACK THE TOLL FREE NUMBER THAT I HAD ORIGINALLY CALLED WHEN I VERY FIRST RECEIVED THE RECALL LETTER AND RECEIVED MY CASE NUMBER 71 128 816 9901

AND I SPOKE WITH MIKE @
1-800-204-0261 AND HE SAID THAT
CASE NUMBER DID NOT EXIST !!!
NOW THIS IS THE SECOND TIME MY
INFORMATION HAS FALLING THROUGH
THE CRACKS, NO WHERE TO BE FIND.
MIKE THEN CREATED A NEW CASE
NUMBER FOR ME . 711300431677
AND TOOK ALL MY INFORMATION FROM
THE START OF MY CASE AND FIRST
INITIAL CALL BACK IN THE BEGINING
OF MARCH. WHEN I EXPLAINED TO HIM
THAT I WAS GETTING THE REPAIR
DONE AT THE TIME WITH MY
MECHANIC AND I WANTED TO BE
SURE I HAD ALL THE CORRECT
DOCUMENT WHILE AT THE AUTO
REPAIRS HE THEN ASKED ME IF
IT WAS A GM DEALER. I TOLD
HIM NO AND ABOUT MY EXPERIENCE
WITH THEM LOSING MY INFORMATION
AS WELL AS MY PROBLEM WITH MY
CAR. HE PUT ME ON HOLD TO
SPEAK TO HIS SUPERVISOR AND
THEN INFORMED MY THAT BECAUSE
I DID NOT HAVE A GM DEALER
DO THE REPAIR, I ASKED TO SPEAK
I COULD NOT GET REIMBURSEMENT.

WITH HIS SUPERVISOR SO HE TRANSFERRED
MY TO DORIS @ 855-880-1400 EXT. 21565
AND I EXPLAINED MY WHOLE STORY
TO HER AS WELL. I ALSO READ
THE REIMBURSEMENT FORM TO HER
IF REPAIR WAS ALREADY DONE AND
IT DID NOT SAY IT MUST BE DONE
BY GM DEALER, IT JUST EXPLAINED
THE DOCUMENTS YOU WOULD NEED
TO MAKE A CLAIM. ALSO THE
FACT THAT IN THE 3 TIMES
I CALLED THE GM DEALER
THEY NEVER MENTIONED A
LOANER CAR TO USE WHILE
WAITING FOR MY PART TO COME
IN WHICH THEY NEVER DID
ANYWAY.

I FEEL AS THOUGH THE DEALER
DID NOT APPROACH MY ISSUES NOR
TREAT MY PERSONAL NEEDS AT ALL.
I AM NOT HAPPY WITH THE WAY I
WAS TREATED BY THEM WHAT SO
EVER. I WOULD LIKE SOMEONE
TO CONSIDER MY CASE AND I
ALSO FEEL AS THOUGH I SHOULD
RECEIVE A TOTAL REIMBURSEMENT
FOR MY REPAIRS. I ALSO WILL

BE SENDING MY LETTER TO THE
BBB OF HOW POORLY THIS DAYTONA
BEACH LOCATION HANDLED MY CASE
AND ISSUES. I WILL BE SENDING OUT
PRIORITY MAIL AND OR CERTIFIED
LETTERS TO WHOM EVER NEED BE
AS I AM NOT SATISFIED WITH
THE WAY I WAS TREATED. I
ESPECIALLY DO NOT BELIEVE I
SHOULD NOT BE ELLEGIBLE FOR
THE REIMBURSEMENT. I DO NOT
BELIEVE AN APOLIGY LETTER WILL
COVER MY INCONVIENCES.

SINCERELY,

UNSATISFIED CUSTOMER

ORMOND BCH, FL

IMPORTANT SAFETY RECALL

Masonare

932 N. NOVA Rd.
386 258-3311

DAYTONA

"Red"

March 2014

Ormond Beach, FL

CAU

GM
DEALER

619715

800-462-8782

Dear Julia A. Hart:

Deno

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.

Case # 71-128-8169901

IMPORTANT

OR FEB

- This notice applies to your 2003 model year Saturn ION, VIN 1G8AL52F23Z [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**.

4-30-14 CAUSED
mike @ 1800-204-0261

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.

Daniel
386 236-5025
Called 4-17-14
he ordered part

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

Called 4-28-14 NO
RECORD OF PART BEING ORDERED GM NO RECORD OF MY NAME
PHONE # VIN # NOTHING

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?

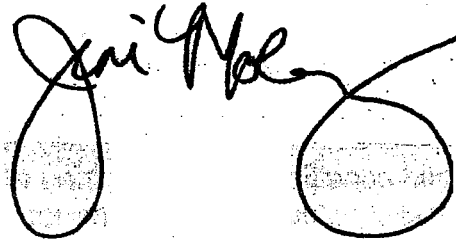
When GM notifies you that parts are available, GM will also provide instructions for you to request reimbursement if you paid for repairs for the recall condition previously.

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.



Jim Moloney
General Director – Customer & Relationship Services

GM Recall #14063

4-30-14

DORIS 855-880-1400 ext 21565

CASE # 71-130-0427285



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: _____

City: DEMOND Bch. State: FL Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____ " SAME " _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 1G8AL52F23Z _____
(17 Characters)

Mileage at Time of Repair: 133,517 Date of Repair: 4-30-14

Amount of Reimbursement Requested: \$ 239.62

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



229 Ridgewood Ave.
Holly Hill, FL 32117
(386) 257-6890

Invoice

Time	Date	Invoice No.
	04/30/2014	10395
Promised Date	Due Date	
	05/30/2014	

Bill To

Ormond Beach, FL

Other Authorized Person Phone#

Customers Contact #

Intended Method of Payment

Vin#

Cash Visa MC Disc Amex

PAID

Year Make Model	Odometer	Tag#
2003 Saturn Ion 2.2	133,517	CEA D47

Description	Quantity	Price	Amount
• VIN# 1G8AL52F23Z	1	89.99	89.99
• New Electrical ignition switch	1	46.01	46.01T
• LABOR	1	89.99	89.99T
• This Charge represents costs & profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.	150	0.03	4.50T

Customer came in complaining the vehicle having an intermittent starting problem.

SubTotal	\$230.49
Tax (6.5%)	\$9.13
Total	\$239.62
Payment	\$239.62
Balance Due	\$0.00

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED DATE

Estimate/Diagnostic fee: \$ <u> </u> or \$ <u> </u> hourly
Daily Storage of \$25 per day becomes effective on the 4th day after customer is notified of completion.
Labor charges based on Hourly rate: \$89.99
Save old parts: Yes or no
FL Registration # MV70981
<u> </u> month/ <u> </u> mile warranty on all parts and labor Unless otherwise specified.

4/30/2014

Credit Card Transaction Status

The payment has been approved!

Name: [REDACTED]

Amount: \$239.62

Date: 04/30/2014

Credit Card Number: Credit Card ends in [REDACTED]

Transaction ID: PE0000734753

Authorization Code: [REDACTED]

Payment ID's

Void Payment

Print Close

C.C.

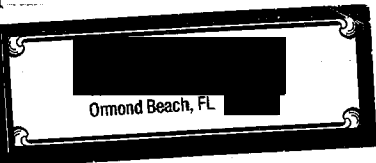
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE.
WASHINGTON, DC
20590

C.C.

REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI
48232-5170

C.C.

GENERAL MOTORS LLC
P.O. BOX 909978
MILWAUKEE, WI
53209

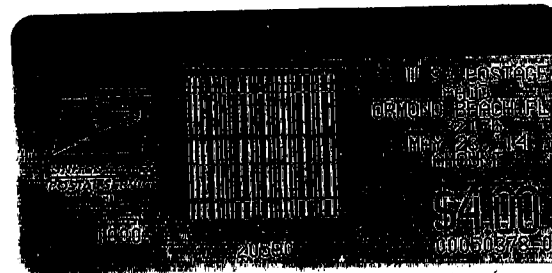


PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7014 0150 0001 4022 4614



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVE SE.

W41-323 WASHINGTON, DC 20590

