

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

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



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

December 02, 2014

DEC 10 2014

Refer to AG No.: [REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

Dear Sir/Madam:

RE: [REDACTED] Complaint Regarding General Motors Ignition Recall
2003 Saturn Ion - VIN# 1G8AJ52F93Z [REDACTED]

Enclosed is a copy of the consumer complaint filed with the Michigan Attorney General, Consumer Protection Division by [REDACTED] regarding the General Motors ignition recall, which has not been resolved.

As the consumer is now requesting that his information be examined for determination as to whether the identified vehicle should be subject of a safety recall, either independently or by expansion of the current GM ignition switch recall(s), we are referring the complaint to NHTSA for review.

Please let us know in the event that consumer complaints referred to NHTSA by the Michigan Attorney General, Consumer Protection Division should be directed to a different NHTSA contact address.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

Enc.
mfm

N.MC
12/12/14
MW

Lincoln Park, MI

Phone:

Attorney General
State of Michigan
08/07/2014

Dept. of Attorney General
Consumer Protection Division

AUG 11 2014

RECEIVED

Dear Sir or Madam:

I recently submitted a reimbursement request to General Motors/Saturn Ion Division, asking to be reimbursed for a repair that, I am contending, should be part of the general recall that is on-going and related to their poorly designed ignition system.

While the current recall only involves one component, the ignition system itself has many inter-related parts, and the design flaw should therefore be seen as part of a whole rather than one isolated segment. In my case, substantiated by many others via the Saturn Web forums from my own research, the key can get stuck in the Accessory Position requiring much effort and many minutes in order to extract the key (The exact opposite for the reason of the current recall in which the key can move out of the On position and turn the engine off. A different symptom coming from the same disease sort of speak). When I first learned of this problem I assumed it would be related to the current recall, and in fact our Ignition Coil was replaced per our recall notice. This intervention, however, did not alter the problem as the key would continue to get stuck in the Accessory position. When I took the car back to the dealership they explained this particular problem was not related to the recall, and that we would have to pay out of pocket for the repair to take place despite my contention to the contrary. I then wrote to GM asking to be reimbursed citing the above arguments along with my receipt from the dealership, which they today declined.

I am asking that you investigate this issue per the reasons I have cited above as well as for the many people who have had the same problem, and include such problems with the ignition recall that is still on-going, and further that GM should reimburse those who, like myself, have had to pay of their own accord to correct such problems as they are inherently a part of the same design flaw that originated the recall.

Sincerely,



MICHIGAN DEPARTMENT OF ATTORNEY GENERAL

CONSUMER COMPLAINT/INQUIRY FORM

Please be aware of the following:

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mail that information and the corresponding complaint.

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED]
Your Street Address: [REDACTED] City: Lincoln Park
Your State: MI Zip Code: [REDACTED]
Your County: Wayne
Your Home Phone: [REDACTED] Work Phone: _____
Fax Number: _____ E-mail Address: [REDACTED]

Primary Company or Person Your Complaint Is About

Company Name: General Motors
Street Address: P.O. Box 33173 City: Detroit
State: MI Zip Code: 48232-5173
County: Wayne Phone: 1-800-553-6000
Fax Number: _____ E-mail Address: CAC At Saturn . Com
Website Address: www.gm.com/Complaints

Secondary Company or Person Your Complaint Is About

Company: Name: _____

Street Address: _____ City: _____

State: _____ Zip Code: _____

Phone: _____

Fax Number: _____ E-mail Address: _____

Web Site Address: _____

Complaint InformationIs Your Complaint About A Bill? Yes ☒ No ☐

If So, Please Provide A Copy.

Approximate Monetary Value: \$ 507.86Did You Sign A Contract? Yes ☒ No ☐Where Did You Sign This Contract: Genhe Chevrolet DealershipIs A Court Action Pending? Yes ☐ No ☒

Do You Have An Attorney

Representing You On This Matter? Yes ☐ No ☒

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Regulatory Services: 1-888-767-6424.

Vehicle Make, Model and Year: 2003 Saturn IONVIN No.: 1G8AJ52F93Z 

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

See Letter Explanation

[REDACTED]
Lincoln Park, MI [REDACTED]
July 12th, 2014

Saturn Customer Assistance Center
P.O. Box 33173
Detroit, MI 48232-5173

Dear Sir or Madam:

I am writing this letter asking to be reimbursed for a repair that is directly related to the ignition recall that is on-going and increasing in scope.

Let me explain: several months ago my wife and I purchased for our son a 2003 Saturn Ion from a used car dealership. The car ran beautifully and was in great condition with low miles except that shortly after purchase the ignition key would intermittently get stuck in the Accessory position requiring many minutes of frustrating maneuvering to extract the key. We knew about the recall and assumed this problem would surely be related to it. After several weeks of waiting, the new ignition coil arrived and was installed. Much to our dismay, the key continued to get stuck in the Accessory position at odd intervals. When we took the car back to Genthe Chevrolet, we were told that this problem was not related to the recall and that we would have to pay for the repair, which we did under protest citing the fact that the Saturn Ion web forums were full of complaints about this very issue, and our situation therefore was not an isolated case. Based on everything GM has learned about this ignition key problem, I have to believe fair play and decency would dictate that not only should we be reimbursed for this repair, but all GM customers who are, or who have had, problems of this nature be included in the current recall.

I have included the sales receipt of our repair for your inspection. I look forward to your response.

Sincerely,

[REDACTED]

* This is my original letter to GM explaining the circumstances of the issue along with my request to be reimbursed

INVOICE

Invoice #

Tag #: T6146



DICK GENTHE
CHEVROLET

15000 Spruce Road
Spartanburg, SC 29595-1516
(734) 283-2400

State Registration No. F-100748

LINCOLN PARK, MI

Home:

Bus:

Customer

Cell:

Email:

Service Advisor: 361 SCOTT NICHOLS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MI/AGE IN	MI/AGE OUT	
	03	SATURN ION		1G8A152F93Z			67500	67500	
DEL DATE	PROD DATE	WARR EXP	PRGM SEL	PO/NO	RATE	PAYMENT	INV DATE	R/O OFFERED	READY
01JAN03			16:54 01JUL14		110.95	CASH	01JUL14	17:46 23JUN14	08:31 01JUL14

OPTIONAL ENG 2.2 LTR MFI DOHC

Service Department Hours

Monday
7:00am - 8:00pm

Tuesday to Friday
7:00am - 6:00pm

**Do you check your
fluid levels
regularly?**

**It is important to do
between Services.
Please feel free to
stop by and have
them checked and
topped off.**

LINK OPCODE TECH TIME HOURS

A CUSTOMER STATES THAT SINCE THE IGNITION RECALL WAS DONE NEAR THE KEY
SOMETIMES WILL NOT COME OUT OF THE IGNITION CLY

CAUSE: after many tries was able to duplicate-found micro switch on
shifter had excessive resistance-not completing a ground
circuit at times.

01 REPLACE SHIFTER ASSEMBLY.

219 DAUM,MICHAEL J LIC#: M126544

CP

1 159354951 (S)CONTROL

269.77 321.90 221.90
269.77 269.77

B COURTESY MULTI POINT INSPECTION.

MULTI COURTESY MULTI POINT INSPECTION.

219 DAUM,MICHAEL J LIC#: M126544

(N/C)

*** Product Safety Recall N040095 04095 DRL/TURN SIGNAL BULB
REPLACEMENT & DRL JUMPER KIT INSTALLATION 02/15/2005 Open
*** (SOP ARE HERE) ***

CAUSE: 0690

V1175 RECALL 04095 DAYTIME RUNNING/TURN SIGNAL
BULB.

219 DAUM,MICHAEL J LIC#: M126544

AP

1 15146012 ATTACHMENT KIT

2 13502321 (S)BULB

FC: 5096

PAKTS: 15146012

COUNT: 1

CLRM TYPE: ZFAT

AUTH CODE:

(N/C)

(N/C)

(N/C)

On behalf of the selling dealer, I hereby certify that the information contained herein is accurate and correct.
Intimate Service Full Rate Hours are provided on a time share basis and may not reflect the actual hours
worked. There is the possibility that there will be a charge for shop supplies and materials in the
amount equal to 10% of the total labor cost. Possible shop supply items include but are not limited to: oil,
oil filter, waxes, car wash, solvents, cleaners, etc. Some repairs may require use of materials that produce
for the amount of \$20.00. A \$2.00 environmental compliance charge per hour will be assessed to satisfy
disposal of these hazardous wastes. We guarantee our service work for 90 days or 4000 miles, whichever
comes first. This is a repair-in-kind warranty. In normal service work, not covered, will be in the form of shop
supplies, materials, parts and labor. Please contact your dealer for more information. All repairs and parts listed are
for the vehicle shown on this invoice. Vehicle Identification Number (VIN) is 1G8A152F93Z.

[Signature] Authorized Service Advisor

[Signature] Service Advisor

[Signature] Service Advisor

LABOR AMOUNT	221.90
PARTS AMOUNT	269.77
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
ADDD. CHARGES	0.00
TOTAL CHARGES	491.67
LESS INSURANCE	0.00
SALES TAX	16.19
PLEASE PAY THIS AMOUNT	507.86

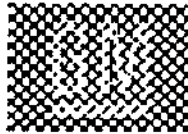
Customer Copy

Page 1 of 1

THANK YOU!

*My request to be reimbursed was denied on 08/07/14 per "Stephanie" from Saturn
Customer Care. Phone: 1-866-790-5600 EXT: 11723

* Saturn Service Request #: [REDACTED]



August 25, 2014

State of Michigan
Office of the Attorney General
Consumer Protection Division
Attention: Bill Schuette

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: [REDACTED]
Customer Relationship Specialist: Samantha

Dear Mr. Schuette,

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2003 Saturn ION 2. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Saturn owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

Dept. of Attorney General
Consumer Protection Division
OCT 10 2014

RECEIVED

[REDACTED]
Lincoln Park, MI [REDACTED]
October 8th, 2014

AG No.: [REDACTED]

Attorney General Office
Lansing, MI 48909

Dear Sir or Madam,

I was recently informed that General Motors has declined my request for a refund as outlined in my previous letter to you. They maintain that the part in question is not related to the faulty ignition switch and therefore is not eligible for a refund.

My answer to this reasoning is thus: the ignition process is multifactorial with many inter-related and inter-dependent parts, and the fact that the GM ignition design, as defined by the models and years of the ignition problem and comprising the many parts that make up the ignition sequence, can manifest two distinct problems during the same time period is more than mere coincidence, but is emblematic of a poorly designed ignition system as evidenced by (1) the key moving out of the ON position and thus turning the engine OFF, and (2) the key getting stuck in the ACCESSORY position with the driver having to spend many minutes attempting to extract the key. It is my contention that although each of the described problems are distinct, both problems point to poor ignition design, and therefore the second scenario described should be included in either the current recall, or a separate recall of its own. My own limited research on the Internet has revealed that I am not alone in experiencing this problem, and the extent of this problem may extend to hundreds of people.

It is my hope that your office will agree with this line of reasoning and prevail upon GM the need to reimburse or repair all complaints of this nature.

Sincerely,

[REDACTED]

DEPT. OF ATTORNEY GENERAL
RECEIVED

NOV 10 2014

CONSUMER PROTECTION
DIVISION

Lincoln Park, Mi
November 4th, 2014

AG No.:

Attorney General Office
Lansing, MI

Dear Sir or Madam:

I just received a phone call from GM again re-stating their argument that my complaint of a faulty shift sensor and their current re-call of the ignition switch are not related, and therefore I am not entitled to any compensation for the repair that was done.

At this point we are simply at an impasse, and no further exchange of thoughts, ideas, arguments or the re-stating of positions is necessary with GM. What is called for is a thorough examination of the facts and circumstances surrounding my contention that the Shift Sensor on the Saturn Ion, correlating with the years of the faulty ignition switch recall, was poorly designed and resulted, in some many cases, with the key getting stuck in the ACCESSORY position requiring much effort in order to extract the key (10-20 minutes). I have come across on the internet of at least one scenario in which the key even could not even be extracted and the vehicle had to be towed to a repair facility. This examination of the facts and circumstances should be done by your office, as I think only a neutral party of your magnitude can assess as to whether GM should have conducted a separate recall concerning this problem, or whether it should be included in the current ignition recall, or perhaps after all the facts are gleaned, that GM's argument is the correct one and nothing further be done or said.

Please do not recirculate this letter back to GM so that they can simply restate their argument to me. Your office needs to assess all the facts of this concern and render some sort of judgment. I look forward to your findings.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913



U.S. POSTAGE >> PITNEY BOWES



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02 1W
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Defects

PM

