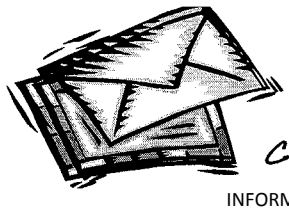
NHTSA ccmMercury Routing Slip



CL-1061012-2472

Printed: 7/10/2014

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

NHTSA #: ES14-002841	Rec'd Date: 7/10/2014	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 7/10/2014
Delivery: REG	Address To: DOT/I	**Due Date: 7/31/2014**
S10 #:	DOT/I #: S - 2014 133	RMP #:

Subject: LETTER FROM SENATOR BROWN ON BEHALF OF CONSTITUENT [redacted] RE VEHICLE RECALL

Ack Date:	Ack By:	
Sign Office: ACTING DIR. GOVT. AFFAIRS	Signature: KRISTIN J. KINGSLEY	Signed For:
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	**Closed Date:**
Added By: CBUTLER x60180	Modified By: Chris.Butler	

Most Recent Comment:

Author:

THE HONORABLE SHERROD BROWN
UNITED STATES SENATOR
1301 EAST 9TH STREET
SUITE 1710
CLEVELAND, OH 44114
Tel: 216 522 7272 Fax: 216 522 2239 *E-mail:*

JUL 11 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	7/10/2014		
NVS-200	REPLY	7/10/2014	7/31/2014	
NVS-010	INFORMATION	7/10/2014		7/10/2014
NOA-010	INFORMATION	7/10/2014		7/10/2014
NOA02	INFORMATION	7/10/2014		7/10/2014

AM
7/11/14
SMD

SHERROD BROWN
OHIO

COMMITTEES:
AGRICULTURE, NUTRITION, AND FORESTRY
BANKING, HOUSING, AND URBAN AFFAIRS
FINANCE
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

United States Senate
WASHINGTON, DC 20510 - 3505

July 10, 2014

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation Office of the Secretary
1200 New Jersey Ave, S.E.
Washington, DC 20590

Dear Mr. Gresham:

Enclosed please find a Request for Assistance from [redacted]

[redacted] contacted me regarding a situation in which a vehicle she owned was subject to a fire in the engine compartment. After the fire and the loss of the vehicle [redacted] learned that the occurrence of a fire in the engine compartment of this particular vehicle was cause for a recall.

Please review this matter and provide me with your comments and recommendations for any actions that can be taken to resolve this situation. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,

Sherrod Brown

Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: [redacted]

ES14-002841

From: [redacted] 06/25/2014 15:08 #566 P.002/010

Request for Assistance

SENATOR SHERROD BROWN

NAME [redacted] HOME PHONE (____)____

ADDRESS [redacted] CELL PHONE [redacted]

CITY Mansfield WORK PHONE (____)____

STATE OH ZIP [redacted] COUNTY Richland EMAIL [redacted]

SS# [redacted] Medicare#____ CLAIM#/CASE# 10085088

(Provide these numbers only if necessary to investigate your case.)

Dear Senator Brown:

I am seeking your assistance in a personal matter involving the federal government. I hereby authorize your office to request, on my behalf, that the appropriate federal agency or agencies investigate the following: (Use reverse side or additional paper, as needed.)

I further authorize, under the provisions of the Privacy Act of 1974, that the agency or agencies involved have my permission to disclose information from their records about my case or claim to the office of Senator Sherrod Brown.

SIGNATURE [redacted] DATE 06/25/14

Please return this completed form and any other relevant information to:

Senator Sherrod Brown, 1301 East 9th Street, Suite 1710, Cleveland, OH 44114

Phone: 216-522-7272 Fax: 216-522-2239

Senator Sherrod Brown,

Around the second week of June I received a post card dated May 2014 about a recall on a 2000 Pontiac Grand Prix I previously owned & lost Jan 8, 2013 due to a engine compartment fire, which is what the post card stated the recall was for & I also have a report from my local fire department stating I lost the vehicle due to a engine compartment fire. At that point I contacted the number on the card, I spoke with a gentlemen by the name of Walter, after answering a few questions he informed me there was nothing could be done because I no longer had the vehicle which I had no choice but to junk upon my landlords request . I then asked for a copy of the policy so I could have an understanding on how the recalls work, Walter then stated there is not a policy that could be shared with me. I then contacted the Better Business Bureau, claim number 1008588 to see if they could help me get a policy or guidelines. June 12, 2014 I received a call from Melissa which I believe she was with GM recall, she also stated there was not a policy that could be shared with me because it was private. So I faxed over a letter to the BBB letting them know that GM had contacted me & what was said. Later that evening I received an email form the BBB with an attachment from Melissa again stating there was not a policy that could be shared with me, I responded to the email rejecting their response due to I am asking for something showing the procedure/ policy. I'm honestly looking for some sort of refund due to I lost my job as an home health aide because I had no transportation, I've been without a vehicle up until June 20, 2014 & now stuck with a car payment I can barely afford. If there is anything your office can assist me with it would greatly appreciated.

Thank you, [redacted]

SEE YOUR LOCAL GM DEALER

[redacted]
MANSFIELD, OH [redacted]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

[redacted]

AS A VALUED PONTIAC OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF MAY 2014, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR PONTIAC GRAND PRIX:

07095 ENGINE COMPARTMENT FIRE

1800-762-2737
1-800-231-1841

GMAPOU511B 00085829G BAC-00000151888 1G2WR521X[redacted]

A — FDID: 70009 | State: OH | Incident Date (MM DD YYYY): 01 08 2013 | Station: 1 | Incident Number: 13-0000172 | Exposure: 000 | ☐ Delete ☐ Change ☐ No Activity | NFIRS -1 Basic

B Location*

☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section B "Alternative Location Specification". Use only for Wildland fires.

Census Tract: [redacted]

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

Number/Milepost: [redacted] Prefix: Street or Highway: [redacted] Street Type: [redacted] Suffix:

Apt./Suite/Room: [redacted] City: MANSFIELD State: OH Zip Code: [redacted]

Cross street or directions, as applicable: [redacted]

C Incident Type* — 131 | Passenger vehicle fire (Incident Type)

D Aid Given or Received*

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID: [redacted] Their State: [redacted] Their Incident Number: [redacted]

E1 Date & Times — Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
Alarm* (always required)	01	08	2013	08:08:15
☒ Arrival* (ARRIVAL required, unless canceled or did not arrive)	01	08	2013	08:12:39
☐ Controlled (CONTROLLED Optional, Except for wildland fires)				
☒ Last Unit Cleared (LAST UNIT CLEARED, required except for wildland fires)	01	08	2013	08:36:46

E2 Shift & Alarms — Local Option: Shift or Platoon: C | Alarms: 01 | District:

E3 Special Studies — Local Option: Special Study ID#: | Special Study Value:

F Actions Taken*

11 | Extinguishment by fire (Primary Action Taken (1))

Additional Action Taken (2):

Additional Action Taken (3):

G1 Resources*

☒ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0001	0003
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires.

		None
Property $	000,000	☒
Contents $	000,000	☒

PRE-INCIDENT VALUE: Optional

Property $	000,000	☐
Contents $	000,000	☐

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☐ Arson-11

H1* Casualties ☐ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector — Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

N ☐ None
1 ☐ Natural Gas: slow leak, no evacuation or minimal actions
2 ☐ Propane gas: <21 lb. tank (as in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel heating equipment or portable storage
5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totaling < 55 gallons
0 ☐ Other: special HazMat actions required or spill > 55gal., Please complete the HazMat form

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Bus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

J Property Use* — Structures

.31 ☐ Church, place of worship
.61 ☐ Restaurant or cafeteria
.62 ☐ Bar/Tavern or nightclub
.13 ☐ Elementary school or kindergarten
.15 ☐ High school or junior high
.41 ☐ College, adult education
.11 ☐ Care facility for the aged
.31 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

.24 ☐ Playground or park
.55 ☐ Crops or orchard
.69 ☐ Forest (timberland)
.07 ☐ Outdoor storage area
.19 ☐ Dump or sanitary landfill
.31 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/care for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☒ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property Use: 962 — Residential street, road or

NFIRS-1 Revision 03/11/99

K1 Person/Entity Involved
Local Option

Business Name (if applicable) | Area Code | Phone Number

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner ☐ Same as person involved? Then check this box and skip the rest of this section.
Local Option

Business name (if Applicable) | Area Code | Phone Number

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

Remarks
Local Option

911//in the rear there is a vehicle on fire [01/08/13 08:08:34 SMEISTER]

E-1 ARRIVED ON SCENE TO FIND A CAR FIRE IN DRIVE WAY AT REAR OF RESIDENCE. FIRE WAS MAINLY IN ENGINE COMPARTMENT OF VEHICLE. E-1 STRETCHED A PRE-CONNECT 1 3/4" ATTACK LINE AND EXTINGUISHED THE FIRE. OWNER STATED SHE HAS BEEN HAVING PROBLEMS AND HAD JUST GOT HOME FROM DRIVING VEHICLE . NO EXTENSION INTO PASSENGER COMPARTMENT WAS NOTED.
01/08/2013 09:54:35 JBOEBEL

Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
1045	Boebel, Joseph P	FCI		01	08	2013

Check if Officer in charge.

Member making report ID	Signature	Position or rank	Assignment	Month	Day	Year
1045	Boebel, Joseph P	FCI		01	08	2013

Jun. 10. 2014 2:12PM City of Mansfield Fire Dept. No. 2451 P. 1/1

NFIRS -2 Fire

A

FDID *	State *	Incident Date *		Station	Incident Number *	Exposure *	Change / No Activity
70009	OH	01	08 2013	1	13-0000172	000	

B Property Details

B1 [ ] [X] Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] [X] Buildings not involved
Number of buildings involved

B3 [ ] [ ] None
Acres burned (outside fires) [ ] Less than one acre

C On-Site Materials [ ] None
Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the property, whether or not they became involved
Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1) [ ] [ ]
1 [ ] Bulk storage or warehousing
2 [ ] Processing or manufacturing
3 [ ] Packaged goods for sale
4 [ ] Repair or service

On-site material (2) [ ] [ ]
1 [ ] Bulk storage or warehousing
2 [ ] Processing or manufacturing
3 [ ] Packaged goods for sale
4 [ ] Repair or service

On-site material (3) [ ] [ ]
1 [ ] Bulk storage or warehousing
2 [ ] Processing or manufacturing
3 [ ] Packaged goods for sale
4 [ ] Repair or service

D Ignition

D1 [33] [Engine area, running] Area of fire origin *

D2 [UU] [Undetermined] Heat source *

D3 [UU] [Undetermined] Item first ignited * 1 [ ] Check Box if fire spread was confined to object of origin

D4 [ ] [ ] Type of Material first ignited — Required only if item first ignited code is 00 or <70

E1 Cause of Ignition
[ ] Check box if this is an exposure report. Skip to section G

1 [ ] Intentional
2 [ ] Unintentional
3 [X] Failure of equipment or heat source
4 [ ] Act of nature
5 [ ] Cause under investigation
U [ ] Cause undetermined after investigation

E2 Factors Contributing To Ignition [X] None

Factor Contributing To Ignition (1) [UU] [Undetermined]

Factor Contributing To Ignition (2) [ ] [ ]

E3 Human Factors Contributing To Ignition
Check all applicable boxes

1 [ ] Asleep [X] None
2 [ ] Possibly impaired by alcohol or drugs
3 [ ] Unattended person
4 [ ] Possibly mental disabled
5 [ ] Physically Disabled
6 [ ] Multiple persons involved
7 [ ] Age was a factor

Estimated age of person involved [ ]

1 [ ] Male 2 [ ] Female

F1 Equipment Involved In Ignition
[ ] None If Equipment was not involved, Skip to Section G

Equipment Involved [ ] [ ]

Brand [ ]

Model [ ]

Serial # [ ]

Year [ ]

F2 Equipment Power

Equipment Power Source [ ] [ ]

F3 Equipment Portability

1 [ ] Portable
2 [ ] Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. [ ] None

Fire suppression factor (1) [ ] [ ]

Fire suppression factor (2) [ ] [ ]

Fire suppression factor (3) [ ] [ ]

H1 Mobile Property Involved

[ ] None

1 [ ] Not involved in ignition, but burned
2 [ ] Involved in ignition, but did not burn
3 [X] Involved in ignition and burned

H2 Mobile Property Type & Make

Mobile property type [11] [Automobile, passenger]

Mobile property make [PN] [Pontiac]

Mobile property model [grand prix]

Year [2000]

License Plate Number [ ] State [ ] VIN Number [1G2WR52IXYF[redacted]]

Local Use

[ ] Pre-Fire Plan Available
Some of the information presented in this report may be based upon reports from other Agencies
[ ] Arson report attached
[ ] Police report attached
[ ] Coroner report attached
[ ] Other reports attached

NFIRS-2 Revision 01/19/98

[redacted] | [redacted] | [redacted]

Overview | Complaint | Messages | Audit | History |

[redacted]

Complaint ID 10085088

WHAT DO I DO NEXT?

The consumer has rejected the company offer in regards to this complaint, and the BBB has forwarded it to the business for review

PICK YOUR NEXT STEP:

There is nothing for you to do on this complaint right now.

Complaint Data

COMPLAINT DETAIL / PROBLEM

Nature of Complaint: Product Issues - The product I purchased was defective

Problem:

Around the end of May I recived a post card form the recall center stating my Pontiac Grand Prix wad under recall for engine compartment fire, which I lost due to an engine compartment fire on 01/08/14. I then contacted the recall center (6/09/14) gave all the information requested I was then told someone would contact me within 24 hours.I contacted the center(6/10/14) before they had a chance to contact me due to my work hours. I then spoke with Walter, he took information & aked for the car or pictures, which I junked because I had no clue about the recall, & I had no choice but to get rid of the car upon my landlords request & I have no photos. After Walter making me very upset wanting the car that burned over a year ago I hung up on him. I called back & spoke with Martina (her name may be incorrect) asking for a copy of there policy so I can have a better understanding on how the recall processing works, she then informed me they dont have a policy & if I didnt have the car they couint help me.

Address on postcard
GMAC Insurance
Address:
P.O. Box 63198

DESIRED SETTLEMENT / OUTCOME

Desired Settlement: Refund

Desired Outcome:

I would like some sort of refund, due to I lost a car I purchased & was without a car over a year due to a issuewith there product

Constance,

6/12/14

Today (6/12/14). I received a call from Melissa from GM. After answering a few questions, Melissa informed me that there is not a policy that could be waived, because policy is private. Which is beyond my understanding. I thought every business has a policy. After not getting answers I was looking for so I told her she would have to handle the situation [redacted]

Phone call came in about 11:30

Better Business Complaint

Complaint # 1008588

2677 Central Park Blvd Ste 100 } Connie
Southfield MI, 48076
248-223-9400

Contance Stevens
248-799-0327
248-356-5156 fax

1888-896-6446
614-469-2083

Contacted Sen Sherrod Brown 6/13/14
By email

Recived an email from Constance on 6/13/14
with attachments from Melissa

Walter 1st call 6/9/14 saying will contact me

2nd call 6/10/14

2014 Senate Input Form for Governmental Affairs Correspondence Control Sheet (I-10), W85-328

Control Number S - 2014 133

General

Date DOT Received	7/10/2014
Date DOT Entered	7/10/2014
Member's Date	7/10/2014
Member Last Name	Brown
Member First Name	Sherrod
Member Organization	United States Senator
Address1	1301 East Ninth Street, Suite 1710
Address2	
City	Cleveland
State	OH
Zip	44114

Constituents

File Name	[redacted]
Date	7/10/2014
Subject	Vehicle Recall
Action Office	NHTSA
Action Code	
Due Date	7 /31/2014

Contacts

MemberContact	John Patterson
Phone	(216) 522-7272
Pending	☐
Closed Date	
Remarks	
DOT Contact	Maria Harrison at (202) 366-4573

Notes:

Office of U.S. Senator Sherrod Brown

FAX TRANSMISSION

TO: Dana Gresham

DATE: 7/10/14

FAX NUMBER: (202) 366-3675

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 11

FROM:

John Patterson
Senator Sherrod Brown
1301 East Ninth St., Suite 1710
Cleveland, Ohio 44114

John_Patterson@brown.senate.gov

Phone: 216-522-7272 **Fax: 216-522-2239**

Subject: [redacted]