



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

September 12, 2014

The Honorable Bill Nelson
United States Senator
Landmark Two
225 East Robinson Street, Suite 410
Orlando, FL 32801

NVS-216 nam
Ref. No. 10614428

Dear Senator Nelson:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning her model year (MY) 2006 Pontiac Solstice vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates that the ignition switch in her MY 2006 Pontiac Solstice was recalled at the beginning of 2014. She states that as soon as she received her notice she took the vehicle to a local dealer to have the recall completed. However, the dealer informed her that they did not receive parts for the recall and to contact them in a month. [REDACTED] alleges that she has been contacting the dealer for the status of the recall parts every month since February. She does not understand why General Motors (GM) is failing to provide the recall parts and is concerned with the safety of her vehicle.

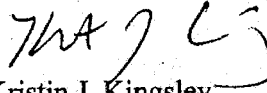
We certainly understand [REDACTED] frustration and we are aware of GM's initial delay in providing the parts for the ignition switch recalls (NHTSA Safety Recall Campaigns No. 14V-047 and No. 14V-171). On August 12, NHTSA's Office of Defects Investigation contacted [REDACTED] dealer, Darby Buick, to assist her with the recall. The service manager, Mr. Jeff Lynch, reported that the recall was completed on your constituent's vehicle on July 28. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. We recommend that [REDACTED] contact GM or her dealer if she requires further assistance regarding the recall.

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I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in dark ink, appearing to read 'KJ Kingsley', written over the printed name.

Kristin J. Kingsley
Acting Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office