



DROBNÝ LAW OFFICES

A PROFESSIONAL CORPORATION
SACRAMENTO, SAN DIEGO, SAN RAMON, STOCKTON

CL-10619577-7452

July 15, 2014

JUL 28 2014

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

Re: [REDACTED] 2006 Pontiac Solstice VIN 1G2MB35B16Y [REDACTED] / Safety Recall
14063

To Whom It May Concern:

Please be advised that this office is counsel to [REDACTED], owner of the above-referenced vehicle.

In March of 2014, [REDACTED] received an undated letter informing her that there was a defect in the ignition switch on her 2006 Solstice. It stated that parts were not currently available, but that "we are working as quickly as possible to obtain parts and expect to have parts in the beginning of April of this year".

[REDACTED] immediately contacted Ken Baugh, Service Coordinator at Reliable Buick, GMC / Cadillac in Roseville, California. Mr. Baugh was extremely helpful and courteous and advised [REDACTED] that parts were not available and to "keep checking in" for parts availability.

In another undated letter of April 2014, [REDACTED] received another letter referring to recall bulletin numbers 13454, 14063, 14113 and 14133 advising her "you should contact your General Motors dealer to arrange a service appointment as soon as possible". [REDACTED] continued to check in with Mr. Baugh weekly and he continued to advise her that "there were lots of cars ahead of you" and that "parts were still not available".

In May, [REDACTED] received a postcard from General Motors stating in relevant part:

"according to our records, as of May 2014, service has not been completed on the following open recall for your Pontiac Solstice: 14063 ignition switch replacement 14113 replace ignition lock cylinder and ignition key."

That is correct, the repair has not been completed, but not because of a lack of trying. [REDACTED] has been contacting the dealer weekly since the notice in March, almost 4.5 months ago.

She is a second grade teacher and a single mother of two boys. She goes to work in an underprivileged neighborhood teaching second graders and has to return home to care for her

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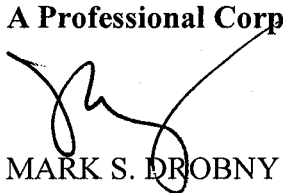
family. She is increasingly concerned about her safety as she continues to get notices from General Motors that the car is unsafe to drive, makes weekly attempts to get the repairs done only to be told that there are no parts available and "a lot of cars ahead of you".

All she wants is a car that is safe and reliable. She has been more than patient waiting more than five (5) months for the repair and is now afraid to drive her only vehicle, the vehicle subject to this recall.

On behalf of [REDACTED] I would request that she be immediately provided a comparable rental vehicle at no expense to her, that she can drive until her vehicle has been properly repaired in accordance with the recall programs 14063 and 14113.

She can be contacted at [REDACTED] to arrange having a comparable rental vehicle provided to her at no expense to her as soon as possible.

Sincerely,
DROBNY LAW OFFICES, INC.
A Professional Corporation



MARK S. DROBNY

cc:

[REDACTED]
Loomis, CA [REDACTED]

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