

20 August 2014

CI-10632856-7202

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

Administrator
National Highway Traffic Administration
1200 Jersey Avenue, S.E.
Washington, DC 20590

Recall: Cadillac # 14299

AUG 28 2014

Dear Sir:

I am writing to request information regarding the 2005 Cadillac Deville I owned until June 13, 2014. I cannot find the correct form to get an answer to my particular question.

I had the ignition replaced 6 November 2013, at my expense. I am enclosing the invoice I was given at the time. No one seems to know if it was covered in the recall above.

Any help you can offer would be appreciated.

Sincerely,

[REDACTED]
Oklahoma City, Oklahoma [REDACTED]

Attachments

NAM
9/18/14
SMD



IMPORTANT SAFETY RECALL

August 2014

[REDACTED]
Oklahoma City, OK [REDACTED]

Dear [REDACTED]

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 your 2005 model year Cadillac DeVille. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2005 model year Cadillac DeVille, VIN 1G6KD54Y25U [REDACTED]
- Your vehicle is involved in GM recall 14299.
- Until the recall has 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 the key ring.
- PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, we will notify you to schedule an appointment with your GM dealer for this repair.
- The recall repairs will be performed for you at **no charge**.

Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. 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.

CUSTOMER #: 39622

300764

BOB MOORE**CADILLAC NORMAN**

6400 N. Interstate Dr.

Norman, OK 73072

TELEPHONE: (405) 329-2222 FAX: (405) 573-6570

www.bobmoore.com

INVOICE

PAGE 1

SERVICE HOURS:

MONDAY - FRIDAY 7:00 AM - 7:00 PM

SATURDAY 8:00 AM - 4:00 PM

OKC, OK

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 629 KENNETH LEVERIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CADILLAC DEVILLE	1G6KD54Y25U		70178/70178	T8265
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24MAY05 IS						
24MAY05 DD		24MAY2009	17:00 05NOV13			
R.O. OPENED	READY	OPTIONS:	ENG:4.6_Liter	0.00	CASH	08NOV13

14:30 06NOV13 11:07 08NOV13

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES THAT THE IGNITION SWITCH WILL NOT TURN AT TIMES

100 REPLACED LOOK CYLINDER ON STEERING COLUMN

1504 CC 1.30

1 15298923 CYLINDER KIT

95.37 139.59 139.59

95.37 95.37

B NO INSPECTION NEEDED++RECENT VISIT++

NIN NO INSPECTION NEEDED++RECENT VISIT++

99 CC 0.00

0.00 0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

19.54

IMPORTANT

You will receive a survey in the near future from the factory. If for any reason you cannot answer the questions "COMPLETELY SATISFIED" please don't hesitate to contact:

OUR SERVICE MANAGER AT 405-360-8800
THANK YOU

IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	139.59
PARTS AMOUNT	95.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.54
TOTAL CHARGES	254.50
LESS INSURANCE	0.00
SALES TAX	9.48
PLEASE PAY THIS AMOUNT	263.98

CUSTOMER COPY

CUSTOMER COPY

738.99

CUSTOMER #: 39622

300269

BOB MOORE

CADILLAC NORMAN

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OKC, OK

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 629 KENNETH LEVERIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CADILLAC DEVILLE	1G6KD54Y25U		69501/69512	T7970	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
24MAY05 IS							
24MAY05 DD		24MAY2009	17:00 14OCT13		0.00	CASH	17OCT13
R.O. OPENED		READY	OPTIONS: ENG:4.6 Liter				

11:59 14OCT13 11:53 17OCT13

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES THAT THE POWER STEERING QUIT ON THEM TODAY IN THE RAIN

100 REPLACED BELT AND TENSIONER TO CORRECT LOSS OF POWER STEERING

1504	CC	1.50		162.37	162.37
1	12575425	BELT	82.29	82.29	82.29
1	12557838	TENSIONER	154.28	154.28	154.28

B CADILLAC COURTESY TRANSPORTATION VEHICLE

CTA CADILLAC COURTESY TRANSPORTATION VEHICLE

99	CC	0.00		0.00	0.00
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C CUSTOMER STATES THAT HALF OF THE TIME THE IGNITION SWITCH WILL NOT TURN AND THE KEY HAS TO BE JIGGLED TO GET IT TO START- SA

WITNESSED ++ADVISE

100 REPLACED KEY DUE TO WORN GROOVES IN OLD KEY

1504	CC	0.00		0.00	0.00
1	88956702	KEY	29.82	29.82	29.82

D STANDARD ENGINE OIL CHANGE

LOF STANDARD ENGINE OIL CHANGE

1504	CC	0.30		16.00	16.00
1	19210337	FILTER KIT	6.94	4.00	4.00
1	12345610	OIL	23.65	23.65	23.65
1	F3536966	SEAL	1.30	1.30	1.30

E MULTIPOINT INSPECTION

99P MULTIPOINT INSPECTION

1504	CC	0.00		0.00	0.00
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CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

24.97

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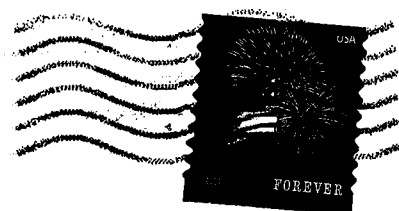
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	178.37
PARTS AMOUNT	295.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.97
TOTAL CHARGES	498.68
LESS INSURANCE	0.00
SALES TAX	26.32
PLEASE PAY THIS AMOUNT	525.00

Oklahoma City, OK

OKLAHOMA CITY OK 730

20 AUG 2014 PM 7 L



Administrator
National Highway Traffic Safety Admin.
1200 Jersey Avenue SE
Washington DC

20590

20590

