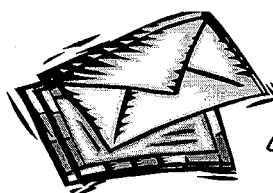


NHTSA ccmMercury Routing Slip



CL-10642018-5928

Printed: 10/2/2014

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

NHTSA #: ES14-004403

XREF #:

Delivery: CRT

Rec'd Date: 10/2/2014

Doc Type: GEN

Address To: NOA02

Referred By: NPO-011

Doc Date: 9/25/2014

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] RE 2009 BUICK LUCERNE RECALL NOTICE

Ack Date: Enforcement

Sign Office: [REDACTED]

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date: 10/2/2014

Most Recent Comment:

Author:

[REDACTED]
CLARKSVILLE, PA [REDACTED]
Tel: Fax: E-mail:

OCT - 6 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	10/2/2014		10/2/2014
NVS-010	INFORMATION	10/2/2014		10/2/2014

ET
10/6/14
SMD

Mr. Daniel Friedman
Deputy Administrator
National Highway Traffic
Safety Administration
West Building
1200 New Jersey Ave., S.E.
Washington, DC 20590

Clarksville, PA

Sept. 25, 2014
Re. GM Buick Recall
ID 14V355
PA. ()

Dear Mr. Friedman,

I need your help and advice. I received a formal letter from GM that my 2009 Buick Lucerne is being recalled due to "defect," from Mr. Jim Moloney, General Director - Customer & Relationship Services. He said "my GM dealer will install two 13mm key rings and key insert into all ignition keys; at no charge." My dealer phoned me yesterday that "the parts are delayed and I'll be notified when they're available." The letter listed your agency if I'm "not satisfied." I'm not satisfied.

I've been following news articles about GM recall. I contacted U.S. Senator Claire McCaskill, D-Mo., who conducted Congressional hearings concerning the coverup concerning the ignition switch. A article in Pittsburgh, Pa., Sunday Tribune - Review, July 6, 2014, E1, E5, stated details about [redacted] was killed driving a Chevy Cobalt in March 2010, allegedly about faulty parts, and GM covered it up. That there have been 13 fatalities and at least 40 crashes.

My letter says nothing about replacing the ignition switch. I don't have another car to drive. I am afraid to drive my car, but must because it's my sole source of transportation.
(more)

ES14-004403

2/ Mr. Friedman NHTSA re GM recall / BEA

What good is a "redesigned key FOB" provide me a safe car? I'm a retired science author and familiar with engineering - I designed safety training manuals for coal mines and I'm internationally ranked. I feel I'm getting a run around about the key design, and the ignition system ignored.

Senator McCaskill's staffer I spoke with, who did research, suggested I contact you directly. I've also worked in Congress as an office manager, so I know you would be a great help if you will. I don't want to die in a car crash, or be injured. Busy people get things done, and I know you're very busy.

I did reply to Mr. Moloney's letter, which I got no reply. I'm enclosing a copy for you.

Please, advise me what is best for me concerning having a SAFE car. We (taxpayers) bailed out GM and other manufacturers, I've driven GM cars for decades with no problem, but never had a recall.

I'd really appreciate you or your office advise me about what I really need about the car. Why the ignition is not being corrected to, and not merely two keys? Thank you for your attention and any help you can provide.

Most sincerely,

[Redacted Signature]

enclosure



IMPORTANT SAFETY RECALL

August 2014

*2 page letter
on one page.
I copied back
side for NHTSA*

Clarksville, PA

Dear

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 2009 model year Buick Lucerne. 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 2009 model year Buick Lucerne, VIN 1G4HP57159U
- 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.



What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will install two 13mm key rings and key insert into all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

We are working as quickly as possible to obtain parts. We will send you another letter as soon as parts are available so that you can schedule an appointment with your dealer to have your vehicle repaired.

What should you do?

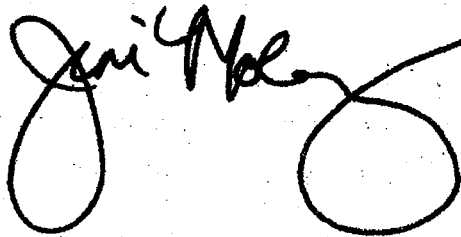
When we notify you that parts are available, you should contact your GM dealer to arrange a service appointment. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V355.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A handwritten signature in black ink, appearing to read "Jim Moloney", with a large circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

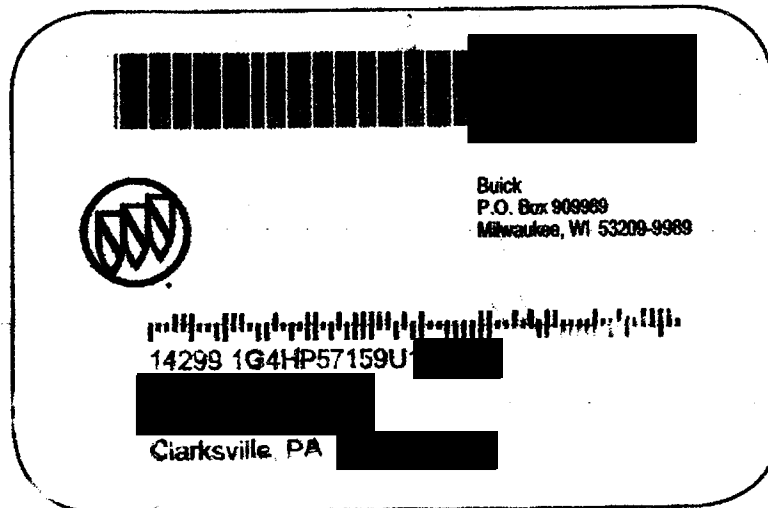
GM Recall Number: 14299

envelope face

Received 8-18-14

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SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



Clarksville, PA



W40-304

Mr. David Friedman
Deputy Administrator
National Highway Traffic Safety Administration

West Building
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

Personal
Confidential

Do NOT Bend