



IMPORTANT SAFETY RECALL

September 2014

CL-10644092-3695

Shepherdsville, KY [REDACTED]

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

Dear [REDACTED]

SEP 23 2014

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 Pontiac Grand Am. 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 Pontiac Grand Am, VIN 1G2NE52F05M [REDACTED]
- Your vehicle is involved in GM recall 14350.
- 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.
- Schedule an appointment with your GM dealer on or after October 1, 2014.
- 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 may 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.

GM

NAM
100914
RW

What will we do?

PARTS WILL SOON BE AVAILABLE. We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by October 1, 2014. When parts are available, your GM dealer will install two key rings and an insert in the key slot or a cover over the key head on 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.

Also included with this letter is an owner manual supplement. Please review this document and retain it with your vehicle's owner manual.

What should you do?

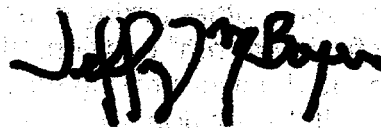
You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only 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 Pontiac Customer Assistance Center at 1.800.762.2737 (TTY 1.800.833.7668).

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 14V400.

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



Jeff Boyer
Vice President – Global Vehicle Safety

GM Recall Number: 14350

Supplement to the Owner Manual

This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.

WARNING

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,

(Continued)



Litho in U.S.A.
Part No. 23259399

WARNING (Continued)

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



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Autozone
948-9399

CHIPS AUTO SERVICE, INC
509 OBYRNE AVE
Louisville, KY. 402230000
Phone - 502-254-1115 Fax - 502-254-1116

INVOICE

Org. Est. # [REDACTED]
FED ID # 20-0890654

2) Superior Auto
(502) 921-2068

INVOICE

Print Date : 09/13/2012

2005 Pontiac - Grand Am SE

2.2L, In-Line4, VIN (F)

Lic # : [REDACTED]

Odometer In : 129962

Unit # :

Odometer Out :

Vin # : 1G2NE52F05M [REDACTED]

Hat # :

Cust ID : [REDACTED]

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
FUEL PUMP FG0375	1.00	344.96	344.96	CHECK CRANKS BUT WON'T START. NO CODES IN SYSTEM.	210.00
IGNITION SWITCH 22737173	1.00			REPLACE FUEL PUMP, REMOVED DEALER REMOTE SHUT-DOWN CIRCUIT, REPLACED CRANK SENSOR AND IGNITION SWITCH.	
CRANK SENSOR 20 CRANK SENSOR	1.00			OIL CHANGE	8.00
HP 5W30 SYNTHETIC BLEND MOTOR OIL HP 5-30	5.00	2.95	14.75	CHANGE OIL AND FILTER, CHECK ALL FLUIDS, CHECK TIRE PRESSURE, AND LUBE IF APPLICABLE. CHECK AIR FILTER.	
OIL FILTER V5436	1.00	6.25	6.25		
Shop Supplies		30.00	30.00		

[Technicians : CAMPBELL, CHIP]

Org. Estimate \$532.72 Revisions \$0.00 Current Estimate \$ 532.72 Additional Cost Revised Estimate

Labor:	218.00
Parts:	-395.96
Sublet:	0.00

Sub:	613.96
Tax:	23.76
Total:	637.72
Bal Due:	\$637.72

[Payments -]

Thank You!!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By: CAMPBELL, CHIP

Page 1 of 1

01.17.07 Copyright Mitchell 1 Invoice1

CHIPS AUTO SERVICE, INC

509 OBYRNE AVE, SUITE 204

Louisville, KY 40223-0000

Shop Phone: (502) 254-1115

Fax: (502) 254-1116

Email: chipjeep@hotmail.com

Web Address: chipsautoservice.net

Invoice

Estimate Ref #

Date Printed: 10/09/2013

Printed Time: 10:16 am

FED ID # 20-0890654

Hat/Ref:

Time Promised:

2005 PONTIAC GRAND AM SE L4 2.2L 2198CC 134CID FI GAS N F L61

VIN: 1G2NE52F05M

License:

Mileage In: 146,762

Date Written: 07/23/2013

Home: Work:

Unit #:

Mileage Out: 146,762

Written By: CHIP

Cell:

DOM:

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
IGNITION	TOWED TO SHOP. CRANKS BUT WON'T START.				
Labor Rate 1	Work Requested - TOWED TO SHOP. CRANKS BUT WON'T START.		1.00	70.00	70.00
Work Performed - FUEL PRESSURE GOOD AT 50 PSI. NO SPARK. REPLACE IGNITION CONTROL MODULE.					
Part LX981	IGNITION CONTROL MODULE		1.00	102.24	102.24
				Job Total:	172.24
OIL CHANGE-STANDARD	CHANGE OIL				
Labor Service	Work Requested - OIL, LUBE, FILTER		1.00	8.00	8.00
Part HP 5-30	HP 5W30 SYNTHETIC BLEND		5.00	3.00	15.00
Part V5436	OIL FILTER		1.00	6.99	6.99
Note/Title					
****NEED AT LEAST 3 NEW TIRES SOON! COST AROUND \$110 PER TIRE INCLUDING MOUNTING AND BALANCING***					
				Job Total:	29.99
				Job Total:	0.00
MOUNT AND BALANCE	MOUNT AND BALANCE				
Labor Rate 1	Work Requested - MOUNT AND BALANCE 4 TIRES.		1.00	70.00	70.00
Sublet	Work Requested - TIRE DISPOSAL		4.00	3.00	12.00
Part 205/65R15	YOKOHAMA AVID ENVIGOR 94H TIRE		4.00	100.00	400.00
				Job Total:	482.00
OIL CHANGE-STANDARD	CHANGE OIL				
Labor Service	Work Requested - OIL, LUBE, FILTER		1.00	8.00	8.00
Part HP 5-30	HP 5W30 SYNTHETIC BLEND		5.00	3.00	15.00
Part V5436	OIL FILTER		1.00	6.99	6.99
				Job Total:	29.99

All parts and labor warranted for twelve months or 12,000 miles, whichever comes first.

CHIPS AUTO SERVICE, INC

509 OBYRNE AVE, SUITE 204

Louisville, KY 40223-0000

Shop Phone: (502) 254-1115

Fax: (502) 254-1116

Email: chipjeep@hotmail.com

Web Address: chipsautoservice.net

Invoice

Estimate Ref # [REDACTED]

Date Printed: 10/09/2013

Printed Time: 10:16 am

FED ID # 20-0890654

Hat/Ref: [REDACTED]

Time Promised:

2005 PONTIAC GRAND AM SE L4 2.2L 2198CC 134CID FI GAS N F L61

VIN: 1G2NE52F05M [REDACTED]

License: [REDACTED]

Mileage In: 146,762

Date Written: 07/23/2013

Home: [REDACTED] Work: [REDACTED]

Unit #:

Mileage Out: 146,762

Written By: CHIP

Cell: [REDACTED]

DOM:

Save Old Parts: No

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$546.22

Labor: \$156.00

Sublet: \$12.00

Misc: \$0.00

Hazmat: * \$0.00

Supplies: * \$44.62

Tax Total: \$35.45

Invoice Total: **\$794.29**

THANK YOU FOR YOUR PATRONAGE!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____

Time _____

CHIPS AUTO SERVICE, INC

509 OBYRNE AVE, SUITE 204

Louisville, KY 40223-0000

Shop Phone: (502) 254-1115

Fax: (502) 254-1116

Email: chipjeep@hotmail.com

Web Address: chipsautoservice.net

Invoice

Estimate Ref # [REDACTED]

Date Printed: 03/07/2014

Printed Time: 4:29 pm

FED ID # 20-0890654

Hat/Ref:

Time Promised:

2005 PONTIAC GRAND AM SE L4 2.2L 2198CC 134CID FI GAS N F L61

VIN: 1G2NE52F05M [REDACTED]

License: [REDACTED]

Mileage In: 0

Date Written: 03/07/2014

Home: [REDACTED] Work: [REDACTED]

Unit #:

Mileage Out: 0

Written By: CHIP

Cell: [REDACTED]

DOM:

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
IGNITION	TOWED TO SHOP. WON'T START				
Labor Rate 1	Work Requested - TOWED TO SHOP. WON'T START		1.50	70.00	105.00
	Work Performed - REPLACE IGNITION LOCK CYLINDER				
Part US286LT	IGNITION LOCK CYLINDER		1.00	152.15	152.15
Job Total:					257.15

All parts and labor warranted for twelve months or 12,000 miles, whichever comes first.

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$152.15

Labor: \$105.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: * \$0.00

Supplies: * \$15.22

Tax Total: \$10.04

Invoice Total: **\$282.41**

THANK YOU FOR YOUR PATRONAGE!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____

Time _____

9/13/14

I, [REDACTED], purchased a 2005 Pontiac Grand Am VIN 1G2NE52F0505M [REDACTED] in or about the year of Aug. 2010. Ever since then I have had NUMEROUS of problems/issues with my vehicle, not even starting to flat out stopping on me with my 2 young children in car on the expressway and nearly being hit by a semi-truck!

Sept. 2012 my mechanics thought maybe it was the fuel pump (after that installed, he took it for a test drive...), That wasn't the problem. He then put in a new ignition switch & crank sensor (see copy of documentation).

This helped for a short period of time but then the vehicle went through "spells" of starting & not starting or even completely shutting down vehicle in middle of driving causing myself & kids nearly getting hit again!

9/13/14 Cont.

Again, on 10/9/13 my car wouldn't start & all causing me to miss work . . .

I had to have towed, again, for 4th time either to the shop or home (I thank goodness I have AAA),

On 10/9/13 the ignition control module was replaced.

On 3/7/14 car wouldn't start again & had to have towed to shop. This time the ignition lock cylinder replaced.

Since this work was done there have been separate keys made as well. One to open/unlock car doors & a ~~separate~~ ^{separate} for the ignition to start & ~~run~~ ^{run} the car.

However, my problems ~~are~~ ^{still} REMAIN the SAME! This car has been nothing but very costly, headaches & UNSAFE since I've owned the !@#% thing!!

I have no other keys weighing down my keychain while in

9/13/14 Cont.

my ignition but yet I haven't
a clue if my car will even
start from not only day to day
and keep running or even from
one errand to the next (dropping
off kids to school or even being
able to get to work).

My kids ^{have} ~~of~~ nearly missed four
days of ^{school} ~~school~~ already this year
but fortunately they were just
late - even though now I'm
"in trouble for truancy" & have
court coming up due to lack of
a good dependable running car.
In addition, I've missed several
days of my part-time job due
to this car not starting, not
staying in running mode, having
to have it in shop for constant
repairs! In addition, I'm on
disability (suffer from severe
~~chronic~~ ^{chronic} migraines) and I need
to have a dependable & SAFE
car to make those ~~mean~~ ^{neurologist} appointments. This car has been
everything opposite of that (dependable &
safe)!
What really R.E.L.L.Y. is even

9/13/14 Cont.

more is ~~the~~ ^{I've} purchase this
"lemon car" from a buy here
pay here lot and still owe an
awful high amount on it!!

With lost wages, paying out
over & over monies for repairs etc.,
I have a very difficult time
making payments on time.

This car truthfully ~~shouldn't~~
even be on road.... a recall &
any repairs GM does probably
still won't fix/correct the
problem. ~~Tot~~ Totalling it out
would, I honestly feel my
problems will just continue to
be redendant and just as
unsafe as it's always been.

If there is any other resolution
than just "the replacing of bags"
please do so?

I thank,

[REDACTED]

Shepherdsville, KY

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Attn: Administrator



20590

