

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

9-28-14
Dear Sir - OCT - 8 2014
Received your
recall letter and I
had it taken care of
the car kept dying on
me so had it fixed
couldn't go any place
as afraid wouldn't
start or die on the
way. Enclosing my receipt
so I can be reimbursed.
Thank you
[REDACTED]
[REDACTED]
ET
10.10.14
LD
yak wa [REDACTED]



IMPORTANT SAFETY RECALL

September 2014

[REDACTED]
Yakima, WA [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 1999 model year Oldsmobile Alero. 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 1999 model year Oldsmobile Alero, VIN 1G3NL52E2XC [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

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?

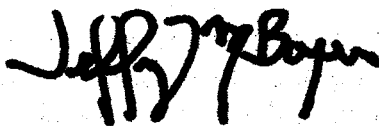
You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only 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 Oldsmobile Customer Assistance Center at 1.800.442.6537 (TTY 1.800.833.6537).

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

ROBERTA MORGAN
PELZEL'S AUTO REPAIR
102 E. 3RD. AVE.
SELAH, WA. 98942

509-697-7735

DATE 6/5/2013
INVOICE # [REDACTED]

EMAIL: [REDACTED]
Please give us your EMAIL ADDRESS to notify you of
up-coming specials and reminders. Thank you.

YAKIMA WA [REDACTED]

VIN#
1G3NL52E2XC [REDACTED]

PHONE	TERMS	YEAR	MAKE	MODEL	MILEAGE	LICENSE #
		1999	OLDSMOBILE	ALERO 3.4L	110,867 ?	
ITEM	QTY	PARTS AND LABOR DESCRIPTION			RATE	AMOUNT
PARTS	1	22670487 SWITCH - SF			206.43	206.43T
PARTS	1	25832354 CYLINDER - SF			200.00	200.00T
SUBLET		REKEY IGNITION - VLS			45.00	45.00T
PARTS	1	BATTERY BOLT - S			1.25	1.25T
SHOP >2		SHOP SUPPLIES & EPA			6.00	6.00T
OIL CHANGE	1	LUBE, CASTROL 5W30 FILTER & SAFETY CHECK (NICK)			38.95	38.95T
DP (DAVID)	1	LABOR			80.00	80.00T
		~REMOVE & REPLACE PASS LOCK CYLINDER				
		~REMOVE & REPLACE ELECTRICAL SWITCH				
		SUBTOTAL				577.63

NOTE:

*WINDOW WASHER RESERVOIR HAS A LEAK

COPY

6/12/13 = \$200.00 Check # [REDACTED]
" = 100.00 CASH.

e-mail us at:

pelzelsautorepair@yahoo.com

check out our web site for specials

pelzelsautorepair.com

SIGNATURE [REDACTED]

Subtotal \$577.63

Sales Tax (8.2%) \$47.37

Total \$625.00

All claims and returned goods MUST be accompanied by this bill. Accounts are due and payable on or before the 10th day of the month following purchase. A finance charge of 1.5% per month (18% per year) will be charged on all accounts past due 30 days and over. If legal action becomes necessary to collect past due amounts, court and legal fees will be added to those amounts.

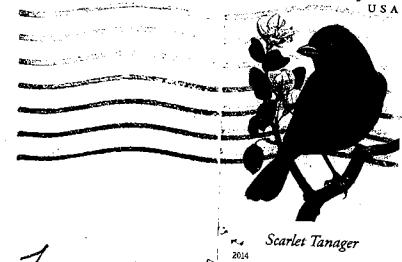
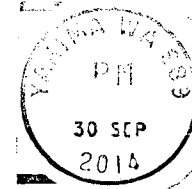
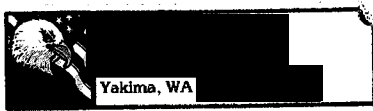
PUNCH CARDS valid for NON SYNTHETIC OIL ONLY and NO DIESELS.

Pel. Cash 300.00

Balance 325.00

6/14/13 Balance - 0 -

6/14/13
Paid Balance \$325.00
by phone



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

att:
Administrator

