

CL-10618124-3467

Rock Hill, SC

September 26, 2014

Recall 14172 OCT - 8 2014

Cadillac

PO Box 909989

Milwaukee, WI. 53209-9989

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

To Whom It May Concern:

This is the first time that I have received a letter from anyone associated with Cadillac notifying me of a GM recall 14172.

In late August 2014, after watching television I contacted Kyros Law Group about my CTS 2003 but was told that they only dealt with injury or death issues. On Sept 5th a letter was sent to me and at the bottom of the letter was list of recalls.

Later on TV, I noticed a list of recalls and ~~and~~ called the contact number. I gave all of my information to the customer service representative and was told that I would be contacted

NM

10-16-14

WD

(2)

at a later date.

I received a letter from your group today. This is the first letter that I have received pertaining to the recall concerning the Ignition Switch.

In May, 2011, as I was traveling on Dave Lyle Blvd. from the Galleria Mall in Rock Hill, SC my car kept cutting off in traffic. I finally was able to travel 5 more miles to my home. When I got home and tried to release the Key from the ignition switch, the entire system shut down. I could not start the car nor release the Key. I had it towed to Burns Cadillac Chevrolet for repairs.

This year (2014) I went to put gas in my car in June. When I returned to my car to leave the same thing happened to my car that happened in May 2011. My car was towed to my house, because it was on a Saturday night, when the shop was closed, and I was fearful of leaving it on the outside with the Key in the ignition unattended at the Burns Car dealership.

It was towed from my house the next business day to Burns. I was told that this time it was the computer.

(3)

I did not believe what I was hearing, The same thing happened on 2 different occasions, but, was told it was caused by 2 different components.

I felt that I had been taken advantage of by Burns both times, but, I needed my car so I had it repaired for the same problem twice. ^{I felt} Had I been notified prior to 2011 I would not have had this expense. Burns failed me ^{in repairs} and the Cadillac company also failed me by not notifying me sooner of the ignition switch problem.

I purchased this car in 2007 ^{with only 28,000 miles on it} and have only 111,000 miles as of this date on it. Other than the basic necessary upkeeps (oil change, tires, battery, etc.) I had never had a major problem until 2011.

I thank God that I was not injured or worst. Now the air bag light is coming on & staying on.

I feel that I should be compensated financially, and that my car ^{should be} inspected to make sure that the repairs were correctly done, and why my air bag lights are staying on.

Enclosed; letters (Kyras LAW Group, Etc.)





Burns Cadillac Chevrolet
2515 Cherry Rd. • P.O. Box 2815
Rock Hill, SC 29732
(803) 366-9415

www.burnscadillac.com www.burnschevrolet.com



CUSTOMER NO.	ADVISOR DAVID HOLBROOK	301	TAG NO.	INVOICE DATE 06/13/14	INVOICE NO.
LABOR RATE	LICENSE NO.	MILEAGE 109,382	COLOR	STOCK NO.	
YEAR / MAKE / MODEL 03/CADILLAC/CTS/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 1 G 6 D M 5 7 N 6 3 0			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			R.O. NO.	R.O. DATE 06/10/14	
BUSINESS PHONE	COMMENTS E# 800-752-6265				

JOB# 1 CHARGES

LABOR-----
J# 1 62CVZ ENG ELECTRICAL TECH(S):202 220.00
ENGNIE CRANKS, STARTS, RUNS BUT WONT GO INTO GEAR AND WHEN
SHUTTING OFF KEY WONT COME OUT OF IGNITION CYLINDER
AND 3 THEFT SYSTEM WARNINGS ARE STAYING ON - CHECK ADVISE
PARKED IN SIDE 38
CODE U1060
CLASS 2 DATALINE COMMUNICATION INOPERATIVE
DIAGNOSED, REPLACED ECM AND REPROGRAM

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT	PRICE-	
	1	19260752	REFURB MO 3,670		599.76	599.76
	-1	19260752	CORE RETURN		125.00	-125.00
					TOTAL - PARTS	474.76

JOB# 1 TOTALS-----
LABOR 220.00
PARTS 474.76
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 694.76

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS	MISC MATERIALS		11.00
				TOTAL - MISC 11.00

COMMENTS-----
446.35 PENDING 6/13/14 ASHLEY

TOTALS-----	
*****	TOTAL LABOR..... 220.00
	TOTAL PARTS..... 474.76
	TOTAL SUBLET.... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 11.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 34.01

GM REBATE INFORMATION
TO APPLY FOR YOUR REBATES FROM GENERAL MOTORS VISIT:
WWW.MYCERTIFIEDSERVICEREBAATES.COM

TOTAL INVOICE \$ 739.77

293.42

IMPORTANT

YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY FROM
GENERAL MOTORS IN THE NEXT
FEW WEEKS. IF, FOR ANY REASON
YOU CANNOT GRADE US
"COMPLETELY SATISFIED," PLEASE
CONTACT OUR SERVICE MANAGER
IMMEDIATELY.
THANK YOU.
BURNS CADILLAC CHEVROLET
803-366-9415

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Burns Cadillac Chevrolet
2515 Cherry Rd. • P.O. Box 2815
Rock Hill, SC 29732
(803) 366-9415

www.burnscadillac.com www.burnschevrolet.com



CUSTOMER NO. [REDACTED]	ADVISOR DAVID HOLBROOK	301	TAG NO. [REDACTED]	INVOICE DATE 05/09/11	INVOICE NO. [REDACTED]
[REDACTED] (MY SON)	LABOR RATE	LICENSE NO.	MILEAGE 0	COLOR	STOCK NO.
ROCK HILL, SC [REDACTED]	YEAR / MAKE / MODEL 03/CADILLAC/CTS/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
[REDACTED] We did with tow service	VEHICLE I.D. NO. 1 G 6 D M 5 7 N 6 3 0			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED] Business Phone	F.T.E. NO.			P.O. NO.	R.O. DATE 05/06/11
[REDACTED] Telephone Number	COMMENTS			[REDACTED]	

JOB# 1 CHARGES

LABOR-----
J# 1 62CVZ ENG ELECTRICAL TECH(S) :900 295.00

ENGINE WONT CRANK - HECK/ADVISE
EVERYTHING DEAD
AFTERMARKET/NON GM ALARM SYSTEM SHORTED AND BURNING UP CYLIN
DERS
ELECTRONIC ENGINE DIAG A11
REPLACED IGNITION CYLINDER WHICH BECAME SHORTED BY ALARM
DISCONNECTED NON GM ALARM SYSTEM AND REPLACED IGNITION
CYLINDER AGAIN - RETESTS GOOD TO GM SPECS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	12450257	SWITCH 2.188	43.60	43.60
TOTAL - PARTS					43.60

JOB# 1 TOTALS

LABOR 295.00
PARTS 43.60

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 338.60

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	MISC MATERIALS		8.85
TOTAL - MISC				8.85

TOTALS

*****		TOTAL LABOR	295.00
*****		TOTAL PARTS	43.60
*****		TOTAL SUBLET	0.00
*****		TOTAL G.O.G.	0.00
*****		TOTAL MISC CHG.	8.85
*****		TOTAL MISC DISC	0.00
*****		TOTAL TAX	3.06

REBATE WEB ADDRESS

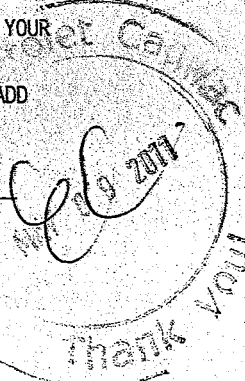
WWW.MYCERTIFIEDSERVICEREBAATES.COM

DID YOU KNOW?

YOU CAN EARN MONEY ON YOUR BURNS REWARD CARD BY DOING YOUR
ONLINE SHOPPING AT WWW.GMPREFERREDOWNER.COM.

THERE ARE OVER 400 PARTICIPATING RETAILERS THAT WILL ADD
MONEY TO YOUR CARD FOR SHOPPING WITH THEM ONLINE.

CUSTOMER SIGNATURE



TOTAL INVOICE \$ 350.51

10.00
340.51

IMPORTANT

YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY FROM
GENERAL MOTORS IN THE NEXT
FEW WEEKS. IF, FOR ANY REASON
YOU CANNOT GRADE US
"COMPLETELY SATISFIED," PLEASE
CONTACT OUR SERVICE MANAGER
IMMEDIATELY.
THANK YOU.
BURNS CADILLAC CHEVROLET
803-366-9415

TERMS: STRICTLY CASH UNLESS ARRANGE-
MENTS ARE MADE. I hereby authorize the repair work
therein set forth to be done by you, together with the
furnishing by you of the necessary parts and other
material for such repair, and agree: that you are not
responsible for any delays caused by unavailability or
delayed availability of parts or material for any reason;
that you neither assume or authorize any other person
to assume for you any liability in connection with such
repair; that you shall not be responsible for loss or
damage to the above vehicle, or articles left therein; in
case of fire, theft or other cause beyond your control;
that an express mechanic's lien is hereby
acknowledged on the above vehicle to secure the
amount of repairs thereto; that your employees may
operate the above vehicle on streets, highways or
elsewhere for the purpose of testing and/or inspecting
such vehicle.

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO
THESE PARTS, AND FOR SERVICES ARE THOSE
OFFERED BY THE MANUFACTURER. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND THE SELLER
NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE OF
THESE PARTS AND/OR SERVICES. BUYER SHALL
NOT BE ENTITLED TO RECOVER FROM THE
SELLER ANY CONSEQUENTIAL DAMAGES,
DAMAGES TO PROPERTY, DAMAGES FOR LOSS
OF USE, LOSS OF TIME, LOSS OF PROFITS OR
INCOME, OR ANY OTHER INCIDENTAL
DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO
VEHICLES OR ARTICLES LEFT IN VEHICLES IN
CASE OF FIRE, THEFT OR ANY OTHER CAUSE
BEYOND OUR CONTROL.



IMPORTANT SAFETY RECALL

September 2014

Rock Hill, SC

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2003 model year Cadillac CTS was involved in GM recall 14172. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2003 model year Cadillac CTS. 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 2003 model year Cadillac CTS, VIN 1G6DM57N630
- Your vehicle is involved in GM recall 14172.
- 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 Cadillac Dealer as soon as possible.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

If your 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 your vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

Depending on the type or style of your ignition key, your GM dealer will install two 16mm key rings and an insert in the key slot or a cover over the key head to correct this condition. 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.

GM

**What should
you do?**

You should contact your Cadillac dealer to arrange a service appointment as soon as possible. When you arrive for your appointment, please bring both sets of keys.

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.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.800.458.8006 (TTY 1.800.833.2622).

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 14V394.

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: 14172



September 5, 2014

[REDACTED]
Rock Hill, SC [REDACTED]

Re: Faulty Ignition Switch Litigation

Dear [REDACTED]

Thank you for your recent inquiry regarding Faulty Ignition Switch litigation. At this time we are only able to investigate claims against General Motors and Chrysler for vehicles recalled due to a faulty ignition switch where an injury requiring hospitalization has occurred. For your convenience, we have listed the recalled vehicles at the bottom of this letter.

Based on the information you provided, we unfortunately are unable to take your case because it does not fall under the criteria mentioned above. If however the information we have is incorrect, and you or a loved one was injured and hospitalized while driving or riding in one of the vehicles listed below, please call us immediately at 1-800-803-7341; otherwise we will be closing your file and will not be pursuing a case on your behalf. Please note that there is a statute of limitations associated with every case and your time to file a suit may be limited. If you are interested in pursuing this matter, we advise you seek other legal counsel immediately.

Very Truly Yours,

Konstantine Kyros

Vehicles Recalled for Faulty Ignition Switches

Buick: LaCrosse (2005-2009), Lucerne (2006-2011), Regal LS/GS (2004-2005)

Cadillac: CTS (2003-2014), Deville (2000-2005), DTS (2004-2011), SRX (2004-2006)

Chevy: Cobalt (2005-2010), Camaro (2010-14), HHR (2006-2011), Impala (2000-2014), Malibu (1997-2005), Monte Carlo (2004-2008)

Chrysler: Town & Country (2008-2010)

Dodge: Grand Caravan (2008-2010), Journey (2009-2010)

Jeep: Commander (2006-2007), Grand Cherokee (2005-2007)

Oldsmobile: Alero (1999-2004), Intrigue (1998-2002)

Pontiac: G5 (2007-2010), Grand Am (1999-2005), Grand Prix (2004-2008), Solstice (2006-2010)

Saturn: Ion (2003-2007), Sky (2007-2010)

Rock Hill, SC



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Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

