

Q-10651222-1383

October 7, 2014

\* 1-800 762-2737  
1-800 462-8782 (Vena)  
\* GM Pontiac Divisional Dept

✓ VAC: 1-888 327-4236  
National Hwy Traffic + Safety Adm.  
1200 New Jersey Ave, S.E.  
West Bldg  
Washington, DC 20590

P.O. Box 33172

Detroit, MI 48232-5172

attn: Recalls - claim

Re: 2001 Pontiac Grand Am - Recalls

VIN# 1G2NF52E41M [REDACTED]

NHTSA Case # [REDACTED] Ref # [REDACTED]

OCT 14 2014

Dear Sir or Madam:

I've occurred expensive auto repair expenses (\$1911.00) recently (Sept. 5 - Sept 11, 2014) on my 2001 Pontiac Grand Am, which I purchased used 3 1/2 years ago. I've had to have my head gasket + replaced and ignition switch + replaced. Both, I believe, are on GM recall lists (defects - breach of implied Warranty) <sup>GM's defective products</sup> (NHTSA)

On September 11, 2014 I called 1-888 327-4236 @ NHTSA and I talked to Ms. Burneisha and gave her my VIN# on my 2001 Pontiac Grand Am + other info (Head Gasket and ignition switch problems) she said my vehicle was on recall list and gave me Reference # [REDACTED] She did look up my VIN#. She gave me a GM# to call - 1-800 462-8782. I TT a (Ms.) Vena, also

NO Recall Notice ever received

On Friday, September 26, 2014, I called GM-Pontiac 1-800 762-2737 I talked to Ken, stating that I talked to Nick on Sept. 16, 2014 who assigned Case # [REDACTED] to my claim - to be assigned to Sr. district specialist, Tracy.

(leaking)  
my car had been Coolant for some time  
(months). Per Cook automotive, South Lyon, MI, and  
(248) 264-6338  
(248) 437-4800  
Tuffy auto centers - both said I needed a (new) Head Gasket.

I took my car to Tuffy 9-3-14 after I saw big puddle (Coolant)  
under- by my car. I took my car to Tuffy - my long time  
(24+ years) auto service place to replace head gasket +

Head Gasket

I was told there was a Class Action Lawsuit <sup>filed</sup> <sup>car</sup> against  
GM - due to use of Dep-Cool (Coolant) in 2008. GM Manual  
states to use Dep-Cool -> which caused / causes corrosion / leaks  
and wearing away of head gaskets - which is what happened  
to my car. I was checking coolant jug + adding Dep-Cool  
1-2 X's WK -> to jug before I had head gasket + replaced at Tuffy.

Almost a week later, on 9-9-14, while visiting  
my daughter at her business (dog/pet grooming) in South Lyon -  
my car wouldn't start (new Battery <sup>OK</sup> 10/2013).

Because I was with my car, about 600 feet from Tuffy  
I called my road service (AARP#) and had my car towed  
to Tuffy. I did not use Liberty Chevrolet Dealership -  
as Dealerships cost \$ more (Parts/Labor) - and, I trust  
Tuffy's <sup>(master)</sup> mechanics to do repairs \$ cheaper. I'm [redacted] and  
only on Soc. Security for income. I had to charge both separate  
repairs on my Chase / Visa card.

Ignition Switch

For sometime now, I've had "problems" starting  
my car. I've had to slowly turn key in ignition - for it to  
"start" up on. Now, since ignition switch has been  
replaced with GM Passlock SWSR/SWT - the car starts up -  
turns "on" immediately (firm - 1 turn start up).

I've incurred car repair expenses  
of <sup>Total</sup> ~~\$1910.80~~ (\$1532.39 - Head Gasket +) and \$378.41 -  
Ignition switch problem - replacement)

I'm requesting that GM consider the  
information written, herein, and, the review of  
the (2) original paid receipts and (2) copies of  
repair itemized bills enclosed + newspaper articles  
enclosed for reference. A reimbursement (\$ check)  
of \$1746.00 is requested, so I can apply this  
to my [redacted] account.

Your time and consideration (and reply)  
will be greatly appreciated.

Thank You

[redacted]

Sincerely,

[redacted]

Enclosures

[redacted]  
South Lyon, MI

**MICHIGAN REGISTRATION**

Ruth Johnson  
Secretary of State

Plate: [redacted]

Expires: 02/12/2015

2001 PONTIAC

4 DOOR

Vehicle No.: 1G2NF52E41M [redacted]

Fee Cat. or Wt.: 18

County: OAKLAND

[redacted]  
SOUTH LYON MI [redacted]

of 3 Pages

License Fee: 76.00

[redacted]



**TUFFY AUTO SERVICE CENTER**  
 22750 PONTIAC TRAIL  
 SOUTH LYON, MI 48178  
 (248)437-4800

Fr  
 PAGE 1  
 9-5-14

Customer ID: [Redacted]  
 Name: [Redacted]  
 Address: [Redacted]  
 Address 2: [Redacted]  
 City, State, Zip/Postal Code: SOUTH LYON, MI, [Redacted]  
 Home Phone: [Redacted]  
 Work Phone: [Redacted]  
 Other Phone: [Redacted]  
 Tax Exempt #: [Redacted]

Year: 01  
 Make: PONTIAC  
 Model: GRAND AM  
 Lic No: [Redacted]  
 VIN: 1G2NF52E41M [Redacted]  
 Color: DK BLUE  
 Engine: 3.1L  
 Mileage In: 128788

Date/Time: 09/05/14 13:00:52  
 Estimate #: [Redacted]  
 Invoice #: [Redacted]  
 Key Tag: [Redacted]  
 PO Number: [Redacted]  
 Email Address: [Redacted]  
 Fleet/Wholesale: N

Pick up car  
 Fri. 9-5-14

Service comments: ~~Head Gasket Replaced~~  
 (Leaking)

Mileage Out: 128788

Reason: REPEAT CUSTOMER

Qty	Part #	RFR	Loc	Description	Parts	Labor	Total
1	LOF			LUBE/OIL/FILTER	24.95	0.00	24.95
				Tech(s): 900016			
				TOTAL LUBE/OIL/FILTR:	24.95		
1	MI DISCOUNT			SENIOR DISCOUNT	*(167.00)	0.00	(167.00)
				Tech(s): 900016			
1	4060868			GOODYEAR BELT	69.99	0.00	* 69.99 = 70.00
				Tech(s): 900016			
1	SS			SHOP SUPPLIES	19.50	0.00	19.50
				Tech(s): 900016			
1	CO			WATER PUMP	59.99	0.00	* 59.99 = 60.00
				Tech(s): 900016			
1	CO			DRAIN&FILL COOLANT	29.95	0.00	* 29.95 = 30.00
				Tech(s): 900016			
1	CO			UPPER RAD HOSE	14.99	0.00	* 14.99 = 15.00
				Tech(s): 900016			
1	CO			COOLANT BYPASS HOSE	11.99	0.00	* 11.99 = 12.00
				Tech(s): 900016			
1	MI			FELPRO HEAD GASKET S	299.98	1 020.00	* 1,319.98 = 1320.00
				Tech(s): 900016			
1	MI			CYL HEAD BOLT SET	44.99	0.00	* 44.99 = 45.00
				Tech(s): 900016			
1	MI			REMOVE AC CLUTCH	* 0.00	78.50	78.50
				Tech(s): 900016			
				TOTAL MISCELLANEOUS:	1,482.88		

*Oil change*

*Fr. 9/5/14*

TUFFY AUTO SERVICE CENTER  
 22750 PONTIAC TRL  
 SOUTH LYON, MI 48178  
 248-437-4800

Merchant ID: 7848

Ref #: 0002

Sale

Entry Method: Suiped

Total: \$ 1,532.39

09/05/14

13:00:46

Inv #: 000002

Appr Code: 014188

Transaction ID: 384248612462377

Apprvd: Online

Batch#: 000445

\*\* Customer Wishes To Discard Old Parts \*\*\*  
 \* Requested reimbursement from G.M. \$1385.00

PARTS TOTAL 409.33  
 SALES TAX 24.56  
 LABOR TOTAL 1,098.50  
 GRAND TOTAL 1,532.39

THANK YOU FOR CHOOSING  
 TUFFY SERVICE CENTER FOR  
 YOUR AUTO REPAIR NEEDS!

WE APPRECIATE IT!

YOUR COMMENTS ARE ALWAYS  
 WELCOME!!!

AY AMOUNT  
 CMIS 1,532.39  
 ECH: 900016-0 00 J HILLIER



**TUFFY AUTO SERVICE CENTER**  
**22750 PONTIAC TRAIL**  
**SOUTH LYON, MI 48178**  
**(248)437-4800**

9-11-14

Customer ID: [REDACTED]  
 Name: [REDACTED]  
 Address: [REDACTED]  
 Address 2: [REDACTED]  
 City, State, Zip/Postal Code: SOUTH LYON, MI, [REDACTED]  
 Home Phone: [REDACTED]  
 Work Phone: [REDACTED]  
 Other Phone: [REDACTED]  
 Tax Exempt #: [REDACTED]

Year: 01  
 Make: PONTIAC  
 Model: GRAND AM  
 Lic No: [REDACTED]  
 VIN: 1G2NF52E41M [REDACTED]  
 Color: DK BLUE  
 Engine: 3.1L  
 Mileage In: 129000

Date/Time: 09/11/14 15:55:32  
 Estimate #: [REDACTED]  
 Invoice #: [REDACTED]  
 Key Tag: [REDACTED]  
 PO Number: [REDACTED]  
 Email Address: [REDACTED]  
 Fleet/Wholesale: N

Mileage Out: 129000 *128,869* Reason: REPEAT CUSTOMER

Service comments:  
 ✓ **IGNITION SWITCH PROBLEM**

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
<b>MISCELLANEOUS</b>							
1	MI DISCOUNT			SENIOR DISCOUNT	(27.24)	0.00	(27.24)
				Tech(s): 900016			
1	SS			SHOP SUPPLIES	3.00	0.00	3.00
				Tech(s): 900016			
1	MI			GM PASSLOCK SNSR/SWT	231.99	79.50	311.49 *
				Tech(s): 900016			
1	MI			REPROGRAM IGN SWTCH	27.50	39.00	66.50 *
				Tech(s): 900016			
1	MI			GM IGN KEY	9.95	0.00	9.95 *
				Tech(s): 900016			
				TOTAL MISCELLANEOUS:	363.70		

*Handwritten calculations:*  
 = \$311.50  
 = 66.50  
 = 10.00  
 \$388.00  
 Less Sr. discount -27.00  
 \$361.00  
 \*\*\* Reimbursement requested from G.M. \$361.00

TUFFY AUTO SERVICE CENTER  
 22750 PONTIAC TRL  
 SOUTH LYON, MI 48178  
 248-437-4900

Merchant ID: 7848 Ref #: 0008

**Sale**

Entry Method: Swiped

Total: \$ 378.41

09/11/14 15:55:55  
 Inv #: 000008 Appr Code: 06681B  
 Transaction ID: 584254717550626  
 Apprvd: Online Batch#: 000450

PA  
 MK  
 TE

Customer Copy  
 THANK YOU!

PARTS TOTAL	245.20
SALES TAX	14.71
LABOR TOTAL	118.50
GRAND TOTAL	378.41

THANK YOU FOR CHOOSING  
 TUFFY SERVICE CENTER FOR  
 YOUR AUTO REPAIR NEEDS!

WE APPRECIATE IT!  
 YOUR COMMENTS ARE ALWAYS  
 WELCOME!!!

*Doug  
(Mgt)*

# Tuffy

**Auto Service  
Centers**

**10th Anniversary Specials!**

**22750 Pontiac Trail  
Next to Rifles — South Lyon**

**(248) 437-4800**

MUFFLERS • SHOCKS • AIR CONDITIONING  
STARTING & CHARGING • ALIGNMENTS • BATTERIES  
TIRES • SUSPENSION • BRAKES • OIL CHANGE

**AND MORE!**

Owner: *John Dean* *Master Mechanic*  
*Mike Dean* (DEAN)

GM/FAULTY ENGINE GASKETS



GM autos use Dex (Coolant) Per GM Manual

The Detroit News | Thursday, September 11, 2008

### Auto briefs GM settles lawsuits over faulty engine gaskets

General Motors Corp. agreed to settle 17 Canadian lawsuits claiming a defective part in cars made between 1995 and 2003 caused engines to overheat and seize, a lawyer for the plaintiffs said. GM will pay car owners C\$50 (\$47) to C\$800 each for costs of repairs related to a faulty engine gasket, terms similar to a settlement in the U.S., lawyer Colin Stevenson said Wednesday. As many as 900,000 car owners in Canada may be covered by the agreement, which applies to models ranging from the 1995 Buick Regal to the 2003 Oldsmobile Silhouette, he said. "The real trick here is getting people to know about it," said Stevenson, a partner at Stevensons LLP in Toronto. "If people don't make a claim, it'll be a small payout."

## Gro Indust

BY DAVID SHEP/  
Detroit News Wash

WASHINGTON  
loans to the au  
additional sup  
from two influ  
United Auto We  
tional Associat  
turers.

UAW Presid  
ger said he is o  
will approve at  
low-cost gove  
the auto indu

"There's a  
and forth."  
"We're hop  
antees wil  
So is tl

COLLANT  
Dex-Cool  
USE.

CLASS ACTION  
LAWSUIT



PER GM  
CAR MANUAL

Use Dex-Cool  
ONLY

**BUSINESS**

**GM linked to another recall delay**

*Sat. July 19, 2014*  
**Stalling reported in '03; callback of 6.7M cars issued 10 years later**

BY DAVID SHEPARDSON AND MELISSA BURDEN  
 The Detroit News

Washington — General Motors Co. disclosed Friday in a regulatory filing related to a recent recall of 6.73 million cars that it first received a report of stalling in 2003. It said it improved ignition switches in 2004 in some older cars, but didn't issue a recall for more than a decade. GM also opted not to change the part number for the redesigned ignition switch for one of the vehicles in the recall.

On June 30, GM recalled 6.73 million U.S. cars for ignition switch defects: the 2000-2005 Chevrolet Impala and Monte Carlo, 1997-2005 Chevrolet Malibu, 1999-2004 Oldsmobile Alero, 1998-2002 Oldsmobile Intrigue, 2003-2004 Pontiac Grand Prix and 2004-2008 Pontiac Grand Prix. They are the latest in a string of recalls for ignition switch problems this year — and they were recalled only after the National Highway Traffic Safety Administration brought the issue to the Detroit automaker's atten-

tion in May.

GM said that a heavy key ring could cause the switch to move out of the "run" position, causing the engine to turn off and disabling air bags and power steering. To fix the problem, dealers are to modify keys and key rings.

The defect is similar to the safety defect that led to the recall of 2.6 million Chevrolet Cobalts, Saturn Ions and other cars for ignition problems linked to at least 13 deaths and 54 crashes. In that case, GM came under heavy criticism because in 2006 it improved the ignition switch to make it harder to slip out of position, but didn't change the part number, making it hard for service technicians to differentiate between a bad switch and an improved switch. A now-fired GM engineer, Ray DeGiorgio, worked on both the Cobalt ignition switch and the switch used in the Impala, Malibu and other cars in last month's recall.

DeGiorgio was the design-release engineer responsible for the Grand Prix ignition switch change, GM spokesman Alan

Contact: You can reach Deputy Business Editor Alan Bieringer by calling (313) 222-2287 or at [albieringer@detroitnews.com](mailto:albieringer@detroitnews.com).

Adler said Friday. He signed a work order authorizing the change in March 2004.

In a chronology of events posted Friday on the NHTSA website, GM opened an internal investigation into the stalling issue in January 2003 involving a 2003 Grand Am after a complaint from a Michigan dealership; the customer had a heavy key ring (about 50 keys and a set of brass knuckles) and the car shut off while driving over a speed bump at about 30-35 mph.

In May 2003, GM issued a voicemail to dealerships describing the condition and identified related vehicles as 1999 through 2003 Malibus, Aleros and Grand Ams — but it didn't recall the vehicles. The notice directed dealers to pay attention to the size and weight of customers' key rings to diagnose complaints.

On July 24, 2003, GM issued an engineering work order to increase the detent plunger force on the ignition switch, and changed the part number. This was a running change made in 2004 to the Malibu, Grand Am and the Alero.

GM issued a separate work order in 2004 to increase the detent

Please see GM, Page 9A

**NHTSA reviewing Chrysler recall plan**

Agency questions carmaker's repair estimate, pushes GM to "do more" to put safety first

BY DAVID SHEPARDSON  
 The Detroit News

Washington — The head of the National Highway Traffic Safety Administration says the agency is questioning Chrysler Group LLC's estimate that it will only have to repair half of all recalled Jeep Grand Cherokees SUVs for fire risks.

NHTSA demanded earlier this month that Chrysler answer questions about the pace of producing the trailer hitches to fix older Jeep SUVs at risk for fuel tank fires. The parts are designed to protect gas tanks behind the rear axle in rear-end collisions.

Late Wednesday, Chrysler said it will be able to produce enough trailer hitches to complete a June 2013 recall of 1.56 million Jeep SUVs by mid-March, far faster than the original timetable of up

to 4.7 years. When vehicle attrition is taken into account, along with lower recall participation rates for older vehicles, Chrysler estimates that 268,772 Jeep Grand Cherokee and 579,455 Jeep Liberty hitch assemblies will be installed — about 50 percent of the Grand Cherokees and 80 percent of the Liberty SUVs that were made.

NHTSA is still reviewing Chrysler's response to make sure it's clear and addresses the agency's concern.

"Our bottom line on this is Chrysler has to get these vehicles fixed. They've got to get them fixed fast and they've got to get trailer hitches in the hands of anyone who comes in and ask for this," acting NHTSA Administra-

Please see NHTSA, Page 9A

**Dow Jones**  
1700.18 | 123.37

**Nasdaq**  
4,432.15 | 68.70

**S&P 500**  
1,978.22 | 20.10

**Wilshire**  
20,912.56 | 224.87

**GM**  
\$37.41 | 0.31

**Ford**  
\$17.72 | 0.02

**Kia recalling small SUVs over steering**

Kia is recalling nearly 52,000 Soul small SUVs to fix a problem that can cause steering failure.

The recall covers vehicles from the 2014 model year built from July 21, 2013, through Jan. 7,

The South Korean automaker says a plug that secures a pinion gear to steering assembly can loosen and cause the gear to separate. That can cause a driver to lose steering and increase the risk of crash.

Kia says in documents filed with U.S. safety regulators that it has three warranty claims and no reports of crashes or in-

# GM

Continued from Page 8A

plunger force on the ignition switch on the Grand Prix in order to maintain commonality between the Grand Prix and the Malibu, Grand Am and the Alero. The old Grand Prix part number was not changed to a new part number during the process.

Adler said the Grand Prix ignition switch part number was not changed because the supplier, Stoneridge Inc.'s Pollack Engineered Products, had requested commonality between the Grand Prix part and the Malibu, Grand Am and Alero ignition switch part that already had been changed and had a new part number. Those three vehicles shared the same part number.

Adler said GM is not aware of injuries or crashes involving the Grand Prix models related to the ignition switch.

Nothing happened for a decade, according to GM's chronology. On May 22 of this year, NHTSA forwarded a service bulletin to GM that the automaker originally had issued in 2003 for the 1999-2005 Malibu, Alero and Grand Am.

As a result, GM assigned an engineer June 4 to investigate,

and it expanded the probe to other vehicles. From June 13-24, GM tested cars at the Milford Proving Ground. GM found that when a slotted key with a ring is carrying added weight, the key can turn off when it is bumped or jarred.

GM said it knows of two fatal crashes that occurred in 2003 and 2004 Chevrolet Impalas, but it is not clear if the key accidentally shutting off the engine led to either crash. Air bags failed to deploy in both crashes, but the automaker said there is no conclusive evidence the defect caused those crashes. Both accidents occurred at high speed — one involved two deaths after multiple impacts on a highway ramp, while the other occurred when a car hit a tree.

GM has recalled 14.8 million vehicles this year for ignition switch problems and 29 million vehicles worldwide. GM last month said it will boost the amount it is setting aside to cover recall repairs to \$2.5 billion in the first half of the year, up from \$2 billion. Adler said the latest ignition switch recall was discovered after a companywide look at all its switches. GM CEO Mary Barra said Thursday during Senate hearing testimony that GM has looked at every ignition switch DeGiorgio worked on.

# NHTSA

Continued from Page 8A

tor David Friedman told The Detroit News in an interview Thursday.

"We're definitely looking into whether that's reasonable or unreasonable based on the age of the vehicles and even if that's what happened in the past ... doesn't mean we should accept that into the future," Friedman said.

Chrysler said it has taken steps to boost response rates to recalls. In 2012, it hired a consultant to boost recall repairs rates.

"Prior to the launch of the outreach program, Chrysler's customer-response rate was at the industry average of approximately 70 percent, 18 months after the initial owner notification letter mailing," the automaker said. "Today, Chrysler's composite remedy rate is trending towards 80 percent."

Repairs will be made starting next month — 13 months after Chrysler agreed to install the hitches.

Separately, Friedman said he is pushing General Motors Co. to "do more" on safety issues.

In mid-May, GM agreed to up to three years of special oversight from NHTSA and monthly meetings as part of the government's \$35 million settlement that it delayed the Cobalt ignition switch recall. Since mid-May, Friedman said, GM "has generally been meeting our requirements but we're continuing to push them to meet them and do more."

"The real test is whether they successfully embed long-term change in their culture and practices to put safety first and quickly find and fix safety problems."

Friedman noted that while the agency has previously said it was satisfied with GM's recall remedy to replace ignition switches in 2.6

million other Cobalt, Ion and other cars linked to at least 13 deaths and 54 crashes, it is reviewing other new GM ignition recalls and other campaigns.

"With all the new recalls, we're going through similar processes of making sure to put GM through the paces so that we understand the details behind their decisions before we end up agreeing that what they've done is sufficient," Friedman said.

GM spokesman Alan Adler said the company is in constant communication with the agency. "The evidence is clear that we're moving much more quickly by the volume of recalls and the process changes in terms of what we're doing ... The time between an investigation review and decision is sometimes as little as 24 hours. That didn't happen before."

Friedman noted that the agency is in broad conversations with the auto industry to make sure there are no other ignition switch issues. It has opened a separate investigation into some Chrysler vehicles for ignition problems.

"This whole GM Cobalt recall brought to light a whole set of new information about interactions between ignition switches and air bags. We quickly jumped on that new information ... We're still in that process."

Friedman said NHTSA is reviewing all recent recalls to determine if they were done in a timely fashion.

NHTSA came under criticism from senators after a New York Times report this week showed that General Motors Co. in prior years opted not to respond to some agency "death inquiries" citing attorney-client privilege or simply declining to answer. "No automaker should ever hide behind things like attorney-client privilege when it comes to consumer safety," Friedman said.

*My copy folder*  
*2/11/14*  
*Alan Adler*

*My 6/19/14 copy folder*

# A negligent auto company and its red-faced regulator

The lawyer General Motors hired to compensate victims of its faulty ignition switches now implicates that defect in 19 deaths, a number likely to rise as the company sorts through claims arising from 106 other crash fatalities.

The ongoing investigation led by Kenneth Feinberg has been a shameful reckoning for GM, which resisted recalling vehicles equipped with the defective switches for more than a decade while deaths and injuries attributable to them mounted.

But the negligence of the federal agency charged with policing vehicle safety may be even more alarming.

It's bad enough that the National Highway Traffic



**BRIAN DICKERSON**

Safety Administration seems to have had as little enthusiasm as GM did for getting to the bottom of the ignition switch problem. By the time the automaker began recalling vehicles to address the defect earlier this year, NHTSA had received more than 2,000 complaints about the problem without taking corrective action.

But GM is only one of dozens of automakers whose vehicles the agency is supposed to be scrutinizing for

manufacturing defects. And congressional investigators reviewing NHTSA's conduct have identified similar patterns of bureaucratic inertia and impotence in addressing safety problems involving millions of other vehicles, including unintended acceleration in Toyotas, air bag ruptures in Hondas, and fuel tank fires in Jeeps.

The same investigations reveal that NHTSA spends about as much issuing the safety ratings manufacturers use to market new vehicles as it spends to identifying and correct potentially deadly safety problems.

The reliability of those ratings, by the way, seems increasingly dubious. The New York Times noted re-

cently that by August of this year GM had recalled six of the eight 2014 Chevrolet models that earned NHTSA's top safety rating of five stars for a variety of safety hazards involving brakes, airbags and steering. The agency has awarded the same five-star rating to fully two-thirds of the 1015 models it has tested so far.

What emerges from these reports is a portrait of a regulator more concerned with protecting the financial interests of the industry it oversees than with safeguarding the consumers who buy and lease its products.

That needs to change. As currently configured, NHTSA spends only \$10.6 million a year to investigate

vehicle safety defects — almost \$4 million less than GM CEO Mary Barra is eligible to receive in total compensation this year.

But the agency will be hard-pressed to make an effective case for increased congressional funding until it responds to an inspector general's 2011 recommendation that NHTSA conduct a full-scale evaluation of the size and focus of its investigative staff. Lawmakers skeptical about throwing more money at the agency also had their doubts reinforced when, in testimony before Senate investigators, NHTSA's acting director David Friedman, seemed surprised to learn he had the power to subpoena information from car compa-

ny executives.

There's nothing wrong with manufacturers vying for federal safety ratings. The purpose of regulation, in part, is to promote the sale of their products. The purpose of consumer confidence in the industry being regulated is to be regulated.

But a regulator can't deprecate the value of its endorsements to be regarded as shill for the companies it oversees. NHTSA is countable for safety defects unless the agency starts manufacturing manufacturers more they'd prefer to sweep the rug, its five-star rating will soon be worth less than the magazine stock they printed on.

*My 2001 Pontiac Grand Am*  
*2001 Pontiac Grand Am*  
*2001 Pontiac Grand Am*  
*2001 Pontiac Grand Am*  
*2001 Pontiac Grand Am*

*Didn't receive recall notice / Tuffy replace ignition switch*  
*9-11-14*  
*Now "firm" instant start w/ key*

# Claims

The claims stem from GM's delayed recall of 2.6 million Chevrolet Cobalts, Saturn Ions and other cars with faulty ignition switches that can accidentally turn off the engine and disable power steering, power brakes and air bags. Some at the automaker knew of problems for more than a decade before the cars were recalled. In May, GM paid a record-setting \$35 million fine to the National Highway Traffic Safety Administration and agreed to up to three years of intense oversight by the auto safety agency.

Please see GM, Page 9A

**Dow Jones**  
17172.68 | 107.06

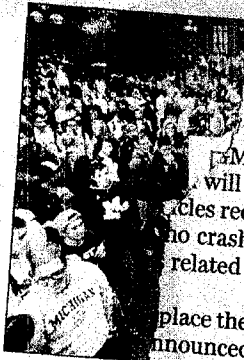
**Nasdaq**  
4527.69 | 52.10

**S&P 500**  
1994.29 | 16.11

**Wilshire**  
21,008.37 | 21.51

**GM**  
\$33.44 | 0.50

**Ford**  
\$16.36 | 0.29



## GM recall

GM said it will affect 1 million vehicles recalled. No crashes, injuries or deaths related to this recall have been reported.

GM will replace the modified ignition switches and announced a recall.

GM's 70th recall announced Monday means GM North America has recalled back 26.1 million vehicles in the United States this week, GM said. It's the largest recall in the company's history, back more than 20 years. GM recalled back more than 2 million vehicles in May for suspension problems on 2011-15 Cadillac SRX and 2011-15 Chevrolet SRX. The recall is the largest in the

United States.

The Justice Department is investigating GM's handling of a delayed ignition switch recall of 2.6 million older Chevrolet Cobalts, Saturn Ions and other cars linked to at least 23 deaths. The Securities and Exchange Commission, 45 state attorneys general and Canadian officials are also investigating.

GM paid a record-setting \$35 million fine to NHTSA in May.

Automakers have recalled nearly 50 million vehicles this year, shattering the prior all-time record of 30.8 million vehicles recalled in 2004.

# GM

Continued from Page 4B

company calling back more than 29 million cars. Recalls have cost the company at least \$2.5 billion, and it faces numerous lawsuits over deaths and injuries tied to defective switches in Chevy Cobalts, Saturn Ions and other cars.

Barra said GM has no plans to change estimated costs for the victims compensation fund and told reporters that Delphi Automotive has produced all parts needed for repairs. So far, more than 11 million of the 2.59 million cars recalled for bad ignition switches have been fixed.

The company faces investigations by the Department of Justice, Securities and Exchange Commission and 45 state attorneys gen-

eral. An independently administered victims compensation program has begun to offer payments to victims for approved ignition switch claims that now are tied to at least 23 deaths.

Part of GM's profit plan is to leverage growth in emerging markets, to grow market share in China and grow its Cadillac brand, which is setting up its headquarters in New York City. Cadillac will launch four new vehicles in North America next year including the new top-of-the-range CT6 and has plans to grow in China to 160,000 annual sales by 2018. That's up from about 50,000 sold in China last year.

Over the next five years, GM said it will launch 60 new or refreshed vehicles in China, including nine new SUVs.

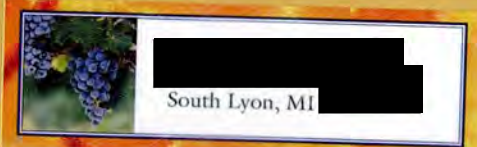
The company's plan in-

cludes cost savings through logistics and materials, and using more global architectures for vehicles. GM said by 2020, it expects 99 percent of its production worldwide will be on core vehicle architectures. That's up from just 39 percent of volume on core architectures in 2010 and an expected 75 percent in 2015.

"We have an absolute onslaught of products that are coming out right here, right now," GM President Dan Ammann said.

Emerging markets are expected to represent 55 percent of global industry growth between 2015 and 2030, GM says.

Ammann said that business is difficult today, but that GM has plans for a "fundamentally different approach to this segment" which it will lay out in coming months.



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