

0
National Highway Traffic Safety Administration
New Jersey Avenue, SE.
Washington, DC 20590

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

Sincerely Administrator,

OCT 1 - 2014

I am truly not one to complain when someone has done me wrong or hurt me. Not out of fear of being done that way again but because it tends to create a bigger problem. However this involves not only me but my one and only child and two nephews I help my retired father and step-mother take care of. Normally I would just be patient and pray for a good outcome that chases are nothing will happen until spring of 2010. A nightmare I never would have in a million years believed could happen to my family especially where we live. After that night I know anything is possible. This letter is more about a deep emotional fear and concern for my safety but mostly my family. A couple months ago the warning lights on my dash would come on and off however it pleased for couple weeks then for couple weeks my car was back to a normal dash and then couple more it would start up again with the warning lights. I knew it could not be the brakes or tires and fluids because I just had a complete brake job doneP: brake pads, rotors, and drums. I have oil changes regularly but the change oil would come on whenever and then go off. The car never had a problem starting but when the steering was turned such as backing out the anti-low, low trac, and service vehicle lights would come on. I have had two different mechanics to look at my car. Quote from mechanics, "I put it on the machine and it was clear". That was done three times to my car on different days. Now that I have received the safety recall it really scares me that it is unsafe to drive my car and that is the only car I have so I really don't have any choice. I live 43 miles from work. Oct. 18th I called my local GMC Dealership service department. I was so upset and hurt. The man that I spoke with sounded as if he did not even want to take the call and answer the phone. Much less answer any questions. After I told him about the letter and said that I would like to make an appointment. He said I bet if you flip that paper over it will tell you that we don't have the parts. My paper read that, "expect to have sufficient parts to begin repairs by October 1st". He said you might need to wait on another letter saying parts are ready. I then begin to tell him what my car had been doing. He cut me off by saying I doubt that has anything to do with it. Then he said next available appointment is October 16th. That is great to get an appointment. But I just want to report how rude and hatefull the employee was. Also I wanted to express how it upsets me very much that I receive a letter stating that driving my car might not be so safe and I try explain what my car has been doing and what I have done to try and see what is wrong but GMC Service department had no concern at all to hear what I was saying and his tone was as if he did not even want to be on the phone with me. He set me appointment as fast as he could to get me off the phone. I did not waste my time or breathe because what's the point. He would not listen to me about what my car was doing and that is his job, so he sure was not going to even care how his tone and attitude made me feel and probably would not listen to that either. Thank you for taking the time to read my concerns.

Sincerely,

[REDACTED]

Myrtle, MS [REDACTED]

Attached is a copy of the recall letter with car vin # and GM recall #

NH

103114

CW



IMPORTANT SAFETY RECALL

September 2014

[REDACTED]
Myrtle, MS [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 2004 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 2004 model year Oldsmobile Alero, VIN 1G3NL52E64C [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?

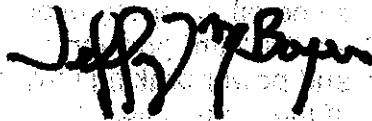
You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only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

[Redacted]
Myrtle, MS [Redacted]

MEMPHIS TN 380
24 SEP 2014 PM 2 L



National Hwy Traffic Safety Admin.
New Jersey Avenue, SE.
Washington, DC 20590

20590

