

Re: 14V355

St.Petersburg Fl. October 1, 2014

CL-10653305-7700

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

Re: GM recall #14299

OCT -9 2014

I wish to inform you that I just received the hereabove mentioned recall .

Having experienced the problem last year,with the cylinder I took my car to Dimmitt Automotive for repairs on June 06/
2013 as showned on the herewith attached invoice number # [REDACTED] The repairs amounted to \$429.81 .

Still having a problem with the same cylinder, I returned to the same garage for a replacement on September 23 / 2014.
which is showed on invoice number # [REDACTED] which is also herewith attached.

By copy of the present to Dimmitt Automotive Group located at : P.O. Box 20147, St.Petersburg,Fl. 33742-0147
I request a reimbursement of the charges of \$429.81 incurred on their invoice # [REDACTED] as per GM recall No.14299.

Your truly,

[REDACTED]
St.Petersburg, Fl [REDACTED]

Attached: 4



IMPORTANT SAFETY RECALL

August 2014

Saint Petersburg, FL

Dear

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 Cadillac DeVille. 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 Cadillac DeVille, VIN 1G6KD54Y65U
- Your vehicle is involved in GM recall 14299.
- **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.**
- PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, we will notify you to schedule an appointment with your GM dealer for this repair.
- 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 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 the vehicle is involved in a crash, increasing the risk of injury or fatality.

GM

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will install two 13mm key rings and key insert into 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.

We are working as quickly as possible to obtain parts. We will send you another letter as soon as parts are available so that you can schedule an appointment with your dealer to have your vehicle repaired.

What should you do?

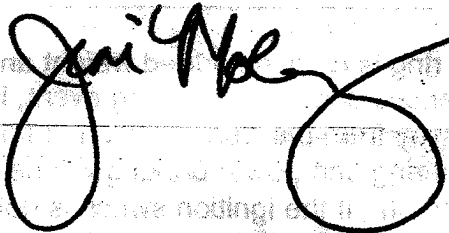
When we notify you that parts are available, you should contact your GM dealer to arrange a service appointment. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should 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 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 14V355.

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

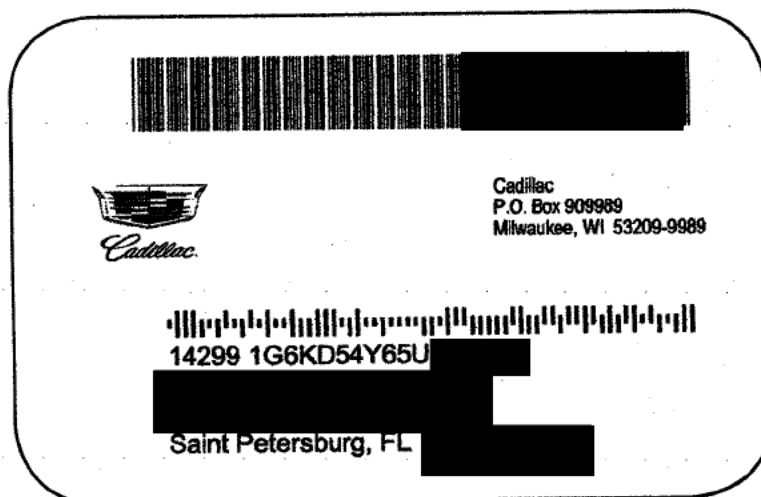


Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 14299

PRESORTED
FIRST-CLASS
MAIL
U.S. POSTAGE
PAID
GREEN BAY, WI
PERMIT NO. 961

FIRST-CLASS MAIL



SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



CUSTOMER #:

INVOICE

DIMMITT

AUTOMOTIVE GROUP

ESTABLISHED IN 1924

3333 Gandy Blvd. - Pinellas Park, Florida 33781-2655
 P.O. Box 20147 - Saint Petersburg, Florida 33742-0147
 STATE OF FLORIDA REGISTRATION NUMBER MV-06470
 TELEPHONE (727) 822-2019
 TOLL FREE 1-888-945-5339

PAGE 1

ST. PETE, FL

HOME:

CONT:N/A

BUS:

CELL

SERVICE ADVISOR: 28 AL HARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CADILLAC DEVILLE	1G6KD54Y65U		65219/65219		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN05 DD		03JAN2009	WAIT 06JUN13		0.00	CASH	07JUN13

R.O. OPENED READY OPTIONS: ENG:4.6 Liter 1)GMPP W/ \$200 DEDUCTIBLE,
 SEE VISS FOR TERMS 2)INCP 12.29.08 EXP 12.29.11
 15:51 06JUN13 11:25 07JUN13 59335 MILES

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A KEY WILL NOT GO INTO IGNITION							
CAUSE: LOCK CYLINDER TUMBLERS JAMMED							
00 MAINTENANCE REPAIRS							
				74 CPG		290.67	290.67
				1 15298923 CYLINDER KIT	79.76	79.76	79.76
65219 LOCK CYLINDER TUMBLERS JAMMED 2.50 REPLACE IGNITION LOCK							
CYLINDER WITH NEW STYLE AND RECODE NEW CYLINDER							

MISC: SUPPLIES/WASTE DISPOSAL							31.25
LIFETIME GUARANTEED PARTS ARE DENOTED BY							
A "W" OR A "B" PRECEEDING THE PART NUMBER							
COMPLIMENTARY EXTERIOR CAR WASH INCLUDED WITH							
EACH VISIT							

\$ 429.81

JUNE 2013

DISCLAIMER OF WARRANTIES

THE SELLER DEW CADILLAC, INC., HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT AND LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. GENERAL MOTORS WARRANTIES PARTS AND LABOR FOR A PERIOD OF 12 MONTHS OR 12,000 MILES. ANY AFTER MARKET OR USED PARTS (SALVAGE YARD) CARRIES 90 DAYS PARTS AND NO LABOR WARRANTY. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto.

MISC. CHARGES: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal (\$559.904 (4)). The State of Florida requires a \$1.00 fee be collected for each new tire sold in the state (\$403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$403.7185).

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	290.67
PARTS AMOUNT	79.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHGS/DEDUCTIBLE	31.25
TOTAL CHARGES	401.68
DISCOUNT/COUPONS	0.00
SALES TAX	28.13
PLEASE PAY THIS AMOUNT	429.81

CUSTOMER #: [REDACTED]

INVOICE

DIMMITT AUTOMOTIVE GROUP

ESTABLISHED IN 1924

3333 Gandy Blvd. • Pinellas Park, Florida 33781-2655
P.O. Box 20147 • Saint Petersburg, Florida 33742-0147
STATE OF FLORIDA REGISTRATION NUMBER MV-06470
TELEPHONE (727) 822-2019
TOLL FREE 1-888-945-5339

ST. PETE. FL.

PAGE 1

HOME: [REDACTED] DNT [REDACTED]

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 28 AL HARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CADILLAC DEVILLE	1G6KD54Y65U [REDACTED]		75690/75690	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN05 DE		03JAN2009	WAIT 25SEP14		0.00	CASH	25SEP14

R.O. OPENED	READY	OPTIONS:
08:45 25SEP14	15:23 25SEP14	ENG:4.6 Liter 1)GMPP W/ \$200 DEDUCTIBLE, SEE VISS FOR TERMS 2)INCP 12.29.08 EXP 12.29.11 59335 MILES

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A KEY WILL COME OUT OF IGNITION WHILE IN RUN POSITION

CAUSE: CYLINDER LOCK LEVER STICKING

00 MAINTENANCE REPAIRS

74 ISP

1 15298923 (S)CYLINDER KIT

(N/C)

(N/C)

75690 CYLINDER LOCK LEVER STICKING 2.00 REPLACE IGNITION LOCK

CYLINDER AND RECODE NEW CYLINDER

CREATED BY AHARTER,
CREATED ON 07302014

LIFETIME GUARANTEED PARTS ARE DENOTED BY
A "W" OR A "B" PRECEEDING THE PART NUMER

COMPLIMENTARY EXTERIOR CAR WASH INCLUDED WITH
EACH VISIT

Thank
You

DISCLAIMER OF WARRANTIES

THE SELLER DEW CADILLAC, INC., HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT AND LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. GENERAL MOTORS WARRANTS PARTS AND LABOR FOR A PERIOD OF 12 MONTHS OR 12,000 MILES. ANY AFTER MARKET OR USED PARTS (SALVAGE YARD) CARRIES 90 DAYS PARTS AND NO LABOR WARRANTY. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto.

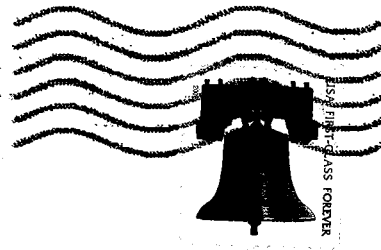
MISC. CHARGES: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [S.559.904 (4)]. The State of Florida requires a \$1.00 fee be collected for each new tire sold in the state [S.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [S.403.7185].

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHGS/DEDUCTIBLE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

TAMPA FL 335
SAINT PETERSBURG FL
02 OCT 2014 PM 1 L



The Administrator National Traffic Safety Administration,
1200,New Jersey Avenue, SE,
WASHINGTON, DC 20590

20590

