

[REDACTED]

Telephone [REDACTED]

Internet: [REDACTED]

[REDACTED]  
Dallas, TX [REDACTED]

October 18, 2014

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

OCT 28 2014

Re: 2004 Cadillac DeVille, Cadillac recall 14299, VIN 1G6KE57Y94U [REDACTED]

Gentlemen:

At 10:15 AM, CDT, on this date, I called Cadillac and was advised that my ignition switch was not the recall, that it is only the ignition key, therefore my repair was not a part of this recall.

On September 13, 2013 I could not get the car to start unless you jiggled the ignition key. I am enclosing a copy of the invoice dated 21 Sep 13 in the amount of \$725.50 where they replaced the ignition switch on my car. They probably did not know about this key problem at the time so they just put in a new ignition switch and that took care of the problem. I have had not problem since.

I feel that I should be reimbursed this full amount because of this recall.

Thank you.

Very truly yours,

[REDACTED]

Cc: Cadillac  
P.O. Box 909989  
Milwaukee, WI 53209-9989

CUSTOMER #: [REDACTED]

\*INVOICE\*

Crest Auto Group



2701 North Central Expressway  
Plano, Texas 75075  
(972) 516-2371  
www.crestcars.com

PAGE 1

SERVICE ADVISOR: 110 GREGORY VETRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	CADILLAC DEVILLE	1G6KE57Y94U [REDACTED]		64149/64149	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN04 DD			WAIT 21SEP13		CASH	21SEP13
R.O. OPENED	READY	OPTIONS	LLR:CREST ENG:4.6_Liter			

LINE	OPCODE	TECH	TYPE	HOUSE	LIST	NET	TOTAL
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A KEY WILL NOT START CAR. YOU HAVE TO JIGGLE THE KEY  
 500 CP 3.00  
 847 CP 3.00  
 1 12450183 SWITCH 143.64  
 64149 CK AND IGNITION SWITHC FAULTY HAD TO ROTATE SWITCH TO FAR TO  
 START C/P 3.00 TK 847 REPLACE IGNITION SWITCH TO REPAIR

B 145 CHECK OUT  
 COM COMMENTS  
 18 INC 0.00 (N/C)

C \*No Interval Due Vehicle History Indicates No Maintenance Interval Due  
 \*Vehicle History Indicates No Maintenance Interval Due  
 NID NO INTERVAL DUE  
 18 INC 0.00 (N/C)

D \*Perform Multi-Point Inspection  
 21PT 21 POINT VEHICLE INSPECTION-COMPLIMENTARY  
 847 INC 0.00 (N/C)

E \*Perform Courtesy Wash  
 950 COMPLEMENTARY WASH AND VAC  
 18 INC 0.00 (N/C)

CUSTOMER PAY SHOP CHARGES FOR REPAIR ORDER 74.95

\*\*\*\*\*  
 \* WE WANT YOU TO BE COMPLETELY SATISFIED \*  
 \* DID YOU KNOW? CREST AUTO GROUP SERVICES \*  
 \* ALL MAKES AND MODELS OF G.M. VEHICLES \*  
 \* THANK YOU FOR YOUR BUSINESS \*  
 \* HAVE A GREAT DAY! \*  
 \*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

NOTICE PURSUANT TO SEC. 7C.001, TEXAS PROPERTY CODE  
 I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609 of the Texas Business and Commerce Code if payment for repair on the vehicle made in the form of check, money order, or credit card transaction has been stopped or has been dishonored because of insufficient funds or no funds, or because the drawer or maker of the check, money order, or credit card transaction has no account or the account upon which it was drawn has been closed.

DESCRIPTION	TOTALS
LABOR AMOUNT	488.88
PARTS AMOUNT	143.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	74.95
TOTAL CHARGES	707.47
LESS INSURANCE	0.00
SALES TAX	18.03
<b>PLEASE PAY THIS AMOUNT</b>	<b>725.50</b>

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

CUSTOMER COPY



Cadillac  
P.O. Box 909989  
Milwaukee, WI 53209-9989

## IMPORTANT SAFETY RECALL

September 2014

Dallas, TX

Dear

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

Previously, you were notified that your 2004 model year Cadillac DeVille was involved in GM recall 14299. 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 2004 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 2004 model year Cadillac DeVille, VIN 1G6KE57Y94U
- 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.**
- 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 your 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 Cadillac 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

002405339

**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 14V355.

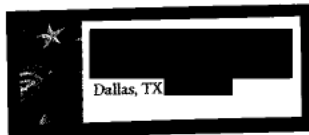
Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeff Boyer  
Vice President – Global Vehicle Safety

GM Recall Number: 14299

**Please review this document and retain it with your vehicle's owner manual.**



NORTH TEXAS TX P&DC  
DALLAS TX 750  
18 OCT 2014 PM 8 L



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

20590

