

5

CL - 10653335 - 7793

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

September 22, 2014

To whom it may concern:

OCT 1 - 2014

While driving my Pontiac Grand Prix on September 15, 2014, I lost total power to the car. Luckily, I was driving a low rate of speed. I had the car towed to a local repair shop and they scanned the computer system and discovered that the ignition module had gone bad. It was after they replaced the ignition module and did a maintenance check ride, they discovered the source of the ignition module failing. They then replaced the ignition coil.

I am writing you, and providing a copy of the invoice for the repair. I received a recall (included) for the car on the same day the engine failed. I didn't know if the replacement of the ignition module and ignition coil is a direct cause of why GM has issued recall notice 14350 and am asking if these charges are refundable. Thank you for your time.

Sincerely,

[REDACTED]
Jefferson City, MO
[REDACTED]

N.H.
11/6/14
MW

ESTIMATES FOR LABOR ONLY -
MATERIAL ADDITIONAL

REPAIR ORDER

QUAN.	PART NO.	NAME OF PART	SALES AMOUNT
1		Ign. Coil	41.10
1		Ign. Module	189.91
TOTAL PARTS			231.01
	Gals. Gas	@	
	Qts. Oil	@	
	Lbs. Grease	@	
	Total Gas-Oil-Grease		

THIS IS YOUR INVOICE

**B & W BATTERY
& AUTO SERVICE**
1530 E. McCarty Street
JEFFERSON CITY, MO 65101
(573) 636-8734



Name: [Redacted]
Address: [Redacted]
Phone No. [Redacted] Date: 9-16-14
Odometer Reading: 49,376 Serial No. [Redacted]

MAKE AND MODEL: 2008 Pontiac Grand Prix
LICENSE NO. AND STATE: [Redacted]
MOTOR NO.: 3.8L

OPERATION NUMBER: KP INSTRUCTIONS: [Redacted] AMOUNT: [Redacted]

LUBRI-CATE ☐ CHANGE OIL ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH ☐
Labor to Scan Computer System - 35.00
Diagnostic time to find problem - NO start - RPR Ign. Module - 75.00
Replace Ign. Coil

ACCESSORIES	AMOUNT	F. S.	Total Labor
			110.00
			Total Parts 231.01
			Environmental Charges
			Gas, Oil, Grease
			Accessories
			Tires, Tubes
			Outside Work
Total Accessories			

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____
Delivered to _____ Date Delivered _____

TOTAL	
TAX	17.85
TOTAL AMOUNT	358.86



IMPORTANT SAFETY RECALL

COPY

September 2014

[REDACTED]
Jefferson City, MO [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 2008 model year Pontiac Grand Prix. 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 2008 model year Pontiac Grand Prix, VIN 2G2WP552381 [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.



Rec'd 9/15/14

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 Pontiac Customer Assistance Center at 1.800.762.2737 (TTY 1.800.833.7668).

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

Jefferson City, MO

MID-MISSOURI P&DF
MO 652 2 T
23 SEP 2014 PM



National Highway Traffic Safety Admin.
1200 New Jersey Ave. SE
Washington, DC 20590

