

To Whom It May Concern,

I have a 1994 Saturn SC3, original owner, that I bought off the showroom floor from Saturn dealership in 1994 in Weyford, Pa.

The dealership (Baierl Chevrolet) is suppose to be a service of Saturns, since Saturn dealerships closed by. They replaced my ignition switch in 2011 because the key got stuck in it & I was losing power while driving. I believe the problem was caused by them doing an emissions test & setting the RPMs too high. Prior to that I had no problems with the key, power, or battery after inspection times. They charged me a total of \$348<sup>00</sup> which I had to pay & feel I should be reimbursed for. That includes being towed to the dealership. (Bill enclosed also enclosed is a note to the dealership about the problem they created. Initially they said they couldn't get the parts. So I called GM in Detroit personally & the dealership got mad. Hence I'll never go to a dealership again.

The causing of my battery going dead was caused because the key stuck in the ignition was still engaged without the motor running or idling. It acted like the motor was turned off. I cost me \$348<sup>00</sup> because the technician messed up my emissions test that caused the problem. My auto had no power on the level & the RPMs were set 1000 to high according to my dash meter. <sup>when I drove home after inspection I got</sup> By the time I got an appointment at the dealership I had 4 jumps, key stuck in the ignition permanently, & a dead battery & had to be towed. Since the repair of 2011, my key got stuck once in 2013 when I brought it back from inspection & hasn't since. I called GM in Detroit 8/1/14 to get a reimbursement

N.H.  
11/7/14  
S.S.

(2)

They said if I didn't get a letter, I was not entitled (1-866-790-5700 Ext 40640 Representative)

Seems like the ignition problem goes way way far back then anyone is telling. My Auto is a Saturn 1994 SC2e is 20 yrs. old with 94,147.9 miles on it, I now get serviced at the Mow & Pops Garage.

Why didn't they analyze this problem years ago. There could have been saved. Horley costs \$39.45 for the parts & 07 hrs. to fix the problem. How many people out there driving are still in jeopardy of injury or losing their lives. I have a 20 yrs. old car that had the problem in 2011. In now [redacted] yrs. old woman & I knew what caused the key getting stuck problem in 2011 & the dealership thought I was crazy & they got mad at me & pulled out their mechanics, because I called GM to get the parts & said what caused the problem.

I as a union worker at the time, I bought my first new American made car. Now from the reports I'm hearing no car is safe. Any Auto on the road seems to have a problem, & people are in jeopardy of injury or losing their lives. What has happened to the Auto Industry in America? From what I'm hearing people are trading in their autos (because of the aging of possible problems) for new ones, and the auto industry is booming. Well, that doesn't solve the problems. Don't these <sup>people</sup> realize the auto industry is using the same previous parts to make the new cars, because parts are interchangeable & are used to fashion a new car. Basically the design of parts doesn't change only they quit stocking them years ago.

P.S. When I called GM, Robbie, the representative kept asking me if Basile was a Cadillac Dealer? He asked me twice. What struck me is odd.

Pittsburgh Post-Gazette WED 7/30/14

# GM car sales still cruising along despite recalls

GM FROM PAGE A-6

not carry Chevrolet, the most recognizable brand affected by the recall, Mr. Cochran said it has been replacing the ignition switches on a large number of older Saturns and Pontiacs.

Over 800 such cases have been reported at the Monroeville location alone, said Dirk Harper, director of customer care and loyalty. He added that 300 of these repairs have been completed, while another 350 await customers to come back for parts that have recently been received.

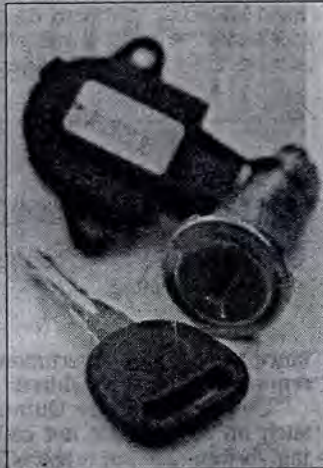
The actual repair process for the defective ignition switches requires no more than two hours, according to Mr. Harper. The delay in completing all the requests has been caused by a shortage of replacement equipment from GM parts suppliers.

placed his request for an ignition switch fix in mid-June, but the parts were not available until late July.

"It's pretty good service," he said of Rohrich.

But regarding GM's handling of the situation, was more apprehensive. "Hearing that they've known about this for a long time ... it's not good," he said, referencing reports that suggest GM was aware of the problem years before they announced a recall.

The automobile manufacturer has been recalling vehicles since February as a result of a defect in the ignition switches. If a car passes over a bump on the road or the key is attached to a heavy chain, GM



A recalled Chevy Cobalt ignition switch which was linked to deadly crashes, followed by wave upon wave of recalls, did not bode well for GM dealers earlier this year.

representatives said, the key could potentially shift inside the switch and shut off the vehicle. This June, the company announced a recall of an additional 8.2 million cars with faulty switches. A separate recall announced in July brought the total recall count, including other defects, to nearly 30 million this year.

GM reported net income was down for its second quarter from \$1.2 billion a year ago this quarter to \$190 million. The company took a \$400 million charge to compensate people affected by the faulty ignition switches.

The vehicles affected by the

ignition switch defect are the Chevrolet Cobalt and HHR, Pontiac G5 and Solstice and Saturn Ion and Sky, according to GM's website. These models do not include those noted in the summer recall, such as the Chevrolet Malibu, Monte Carlo and Impala.

Charlie Farbacher, a service manager at Rohrich in Monroeville, said all GM dealerships were under a "gag order" that prevents employees from speaking about the recall. At

the front counter where he worked, there was a pile of "Product Safety Recall" pamphlets for customers.

GM has established a compensation program for those who have lost loved ones or suffered serious injuries as a result of faulty ignition switches. The defect is connected to 13 deaths, the company has disclosed.

I OWN A SATURN 1994 SC2  
IGNITION SWITCH REPLACE 2011 CAUSED BY  
EMISSION TEST. FRIDAY, JULY 4, 2014 • BJI  
DEALER MADE ME PAY FOR IT.

## GM worker warned company of faulty ignition switch in '05

General Motors says it recalled 3.4 million large cars last month after finding a 9-year-old email from an employee in its files warning of trouble. The admission is more evidence that GM knew about safety problems for years but failed to recall cars until recently. The company didn't recall the cars when it got the email in 2005. But it decided to call them in for repairs last month after finding the old email in its files in an April search. In the email, an employee who was testing a 2006 Chevrolet Impala before production reported that the engine stalled and a technician blamed it on a faulty ignition switch. The email was detailed in documents released Thursday by the National Highway Traffic Safety Administration.

# BAIERL AUTOMOTIVE

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 (888-422-4375)  
 www.baierl.com



SERVICE HOURS: MON-THURS 7:30am - 6:30pm FRI 7:30am - 6:00pm SAT 8:00am - 3:00pm

CUSTOMER NO.	ADVISOR <b>MICHAEL PUGLIESE</b>	1363	TAG NO. <b>775</b>	INVOICE DATE <b>09/07/11</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>90,678</b>	COLOR	STOCK NO.
PITTSBURGH, PA	YEAR / MAKE / MODEL <b>94/SATURN/SC/2DR CPE</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 8 Z H 1 5 7 8 R Z</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/25/11</b>	REPRINT# <b>1</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

LABOR & PARTS  
 # 1 09CVZ DRIVABILITY HOURS: TECH(S):1486 0.00  
 RPM NOT READING CORRECTLY SEE NOTE NO POWER SEE NOTE  
 BATTERY WAS DEAD, WHEN JUMPED STARTED, RPM READING  
 INCORRECTLY OR NOT READING AT ALL- LOW VOLTAGE CAUSES  
 THIS ISSUE, REPAIRED WITH JOB # 2

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

# 2 08CVZ ELECTRICAL HOURS: 1.00 TECH(S):1486 85.00  
 BATTERY KEEPS GOING DEAD  
 PERFORM ELECTRICAL CHECK, LOAD TESTED BATTERY (FAILED)  
 BATTERY 4 YEARS OLD. REPLACED BATTERY, CHECKED CHARGING  
 SYSTEM (ALL OK)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	19001628	BATTERY	84.95	84.95	84.95
JOB # 2 TOTAL PARTS						84.95
JOB # 2 TOTAL LABOR & PARTS						169.95

# 3 10CVZ1 BODY HOURS: 0.70 TECH(S):1486 51.82  
 KEY STUCK IN IGNITION  
 KEY STUCK IN IGNITION, IGNITION CYLINDER PIN WORN GETTING  
 STUCK - REPLACED IGNITION CYLINDER AND KEY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	21171128	CYLINDER 2.188	37.58	37.58	37.58
JOB # 3	1	21171147	TUMBLER 10.266	0.35	0.35	0.35
JOB # 3	2	21171148	TUMBLER 10.266	0.30	0.30	0.60
JOB # 3	2	21171149	TUMBLER 10.266	0.30	0.30	0.60
JOB # 3	1	21171150	TUMBLER 10.266	0.30	0.30	0.30
JOB # 3 TOTAL PARTS						39.43
JOB # 3 TOTAL LABOR & PARTS						91.25

SUBLET PO# VEND INV# INV. DATE DESCRIPTION  
 JOB # 1 175260 08/25/11 TOWING MORTIMER 110.00  
 mod 8/24/11 based toll Michigan TOTAL : SUBLET 110.00

MISC CODE DESCRIPTION CONTROL NO  
 JOB # 1 206 OTHER COUPONS & DISCOUNTS 38.00  
 I called Saturn in Detroit about the problem caused, 8/23/11, pickup got towed. Had to be towed, battery dead, 40.00 labor a key stuck in ignition, these problems happened after they inspected the auto & set the RPM's to high & messed with sensors. Per Hour

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.



- BAIERL CONVENIENCES:**
1. Certified Technicians
  2. Early Drop Off
  3. Shuttle Service
  4. Two Complete Collision Centers
  5. Discount Rentals
  6. Original Equipment Parts
  7. Extended Service Hours
  8. We Service Most Makes and Models



The Reynolds and Reynolds Company ERALINK® C0107219.0 (09/11)

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>90,678</b>	COLOR
[REDACTED]	YEAR / MAKE / MODEL <b>94/SATURN/SC/2DR CPE</b>	DELIVERY DATE		DELIVERY MILES
<b>PITTSBURGH, PA</b>	VEHICLE I.D. NO. <b>1 G 8 Z H 1 5 7 8 R Z</b>	SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/25/11</b>	REPRINT# <b>1</b>
[REDACTED]	BUSINESS PHONE	COMMENTS		

TOTALS-----  
 \*\*\*\*\*  
 \* CASH ( ) CHECK  CK # **1352** \*  
 \* VISA/MC ( ) DISCOVER ( ) \*  
 \* AMER EXP ( ) CHARGE ( ) \*  
 \*\*\*\*\*

*Turned to dealer by them.*

TOTAL LABOR.... 136.82  
 TOTAL PARTS.... 124.38  
 TOTAL SUBLET... 110.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC -38.60  
 TOTAL TAX..... 15.62

**TOTAL INVOICE \$ 348.82**

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR PATRONAGE!!!!  
 CUSTOMER PAYMENT FOR PARTS INDICATED BY " \* " HAVE A LIMITED LIFETIME WARRANTY



CUSTOMER SIGNATURE \_\_\_\_\_



- BAIERL CONVENIENCES:**
1. Certified Technicians
  2. Early Drop Off
  3. Shuttle Service
  4. Two Complete Collision Centers
  5. Discount Rentals
  6. Original Equipment Parts
  7. Extended Service Hours
  8. We Service Most Makes and Models



The Reynolds and Reynolds Company EPALZRNIVE CC197213 Q (01/11)

note to Service department given to  
Tow truck driver.

In Pissed  
Original  
- RPM's owned '94 Jetta

are reading too  
High -

- Key is stuck in  
the ignition

- Headlight Covers  
open up on their  
own while parked

- Timing is totally  
off - Shifts on  
its own when  
driving on the  
level. (Not passing gear)

- Won't advance when  
stopped to go when  
you give it the gas.  
(Not BAD GAS Problems (over))

you either did  
something with  
the vacuum or  
messed up the  
sensors.

I thought RPM's  
would straighten  
out by driving  
but it is creating  
more problems, &  
draining the  
battery - I had  
to get it jumped.  
The <sup>4x's</sup> mission work  
created these  
problems. And this  
engine is running flat.

Original owner, I been driving this auto for  
17 yrs. I know what is wrong with it & what  
caused the problem & the mechanics do it. They  
caused these problems when they inspected it.  
Since Saturn closed, no one knows how to work on them.



**COMMONWEALTH OF PENNSYLVANIA**  
**VEHICLE EMISSIONS INSPECTION REPORT**

1G8ZH1578RZ

Test Date/Time: 07/29/2011 @ 16:23:38

VEHICLE INFORMATION			
Year:	1994	Make:	SATURN
VIN:	1G8ZH1578RZ	Engine size:	1.9 L
Odometer:	0195	GVWR:	0
License:		Inspection	
County:	ALLEGHENY	Type:	INITIAL
Model:	SC	Cylinders:	4
Estimated Test Weight:	2625	Record Number:	000248

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION			
Air Inj. System:	N/A	Catalytic Converter:	PASS
EGR System:	PASS	Evaporative Control System:	N/A
PCV System:	PASS	Gas Cap Integrity:	PASS
Fuel Inlet Restrictor:	PASS		

TAILPIPE EMISSIONS INSPECTION										
MODE	CO %			HC ppm			RPM		DILUTION %	
2 Speed Idle	Limit	Reading	Result	Limit	Reading	Result	Reading	Result	Reading	Result
IDLE	1.00	0.01	PASS	130	21	PASS	847	VALID	14.5	VALID
2500 RPM	1.00	0.23	PASS	130	39	PASS	2585	VALID	14.8	VALID

**OVERALL TEST RESULTS: PASS**

Emissions Control Systems Visual/Functional Inspection: **PASS**  
 Tailpipe Emissions Inspection: **PASS**

Sicker: [Redacted]  
 TIN: [Redacted]

*6/25/11 THURS. TOWED BY DEALER  
 ARRIVED AT DEALER 2-3 PM  
 9/6/11 PUES. AWARD 1-866-790-5600  
 EXT 12444 9-6 PM M-F  
 WILL CALL NEXT TUESDAY 9/13/11*

*Saturn Michigan/Robbie-Rep  
 1-866-790-5700  
 Ext-40640  
 Ser# [Redacted]  
 Request  
 M-F 8-5*

**PLEASE RETAIN THIS DOCUMENT FOR YOUR RECORDS.**

*Called Saturn in Michigan  
 8/31/11 Sending info to Saturn.com  
 Detroit Rep who will be working with the dealership  
 1-866-790-5600 Ext 12489  
 Jackie - Rep to find part  
 will call PUES.*

*Saturn East. Ctr.  
 Spring Hill, Tenn  
 1-800-553-6000  
 Saturn Customer  
 Enthusiasm Team  
 P.O. Box 7008  
 Troy, Mich. 48007-7008*

Vehicle tested in accordance with federal regulations and Pa. Title 75, Chapter 177

EMISSIONS INSPECTION STATION			
STATION #:	A850	INSPECTOR NAME:	JEFFREY M. ARIENZO
STATION NAME:	BAIERL CHEVROLET	INSPECTOR ID:	19682647
ADDRESS:	10430 PERRY HWY. WELFORD PA 15890.	ANALYZER #:	S1971006
PHONE:	(724) 935-3711	SOFTWARE VERSION:	0101

**VEHICLE EMISSIONS INSPECTION QUESTIONS:**  
 If the station cannot answer your questions, please contact the Customer Hotline at (800) 265-0921

Inspector's Signature:

9/6/11 Tues. 5:09 AM

Brief Called  
Parts are in -

9/7/11 Wed. 8:57 AM

Car is done  
will send driver.  
-Munie will call.

9/7/11 Munie Called  
Wed. 11:06

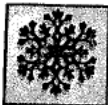
724-272-0442

8/1/14 Called GM

V-866-790-5700 EXT 40640

to get a reimbursement  
for \$348.82 for switch bill.  
According to their findings  
1994 is not part of the Recall.  
because I didn't receive  
a letter.

Polite way of saying NO



Pittsburgh, PA

PITTSBURGH PA 150

14 OCT 2014 PM 8 L



National Hwy. Traffic Safety Admin.  
1200 New Jersey Ave, S.E.  
West Building  
Washington, D.C.  
20590 U.S.A.

20590\$0514

