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HAPPY MOTORS INC.
134 NW 15TH ST
NEWPORT, OR 97365
PHONE: 541-265-8439
FAX: 541-265-9436

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

Name [REDACTED]		Date 10/20/14		
Address		Phone		
Odometer Reading	VIN 1G-6KD54Y154 [REDACTED]			
Make and Model CADILLAC 2005 DUTCH	License # and State [REDACTED]	Motor # 4.6		
Lubricate ☐ Battery ☐ Change Oil ☐ Flat Repair ☐ Diff. ☐ Wipers ☐ Trans. ☐ Wash ☐ Polish ☐				
Labor Description		Amount		
P&R Diagnose Faulty Ignition Switch				
REPLACE IGNITION LOCK CYL		2.0		
(CUSTOMER STATE KEY WILL TURN OFF BY SELF FOUND FAULTY IGN. SWITCH)				
Qty	Part #	Name of Part	Amount	Total Labor
1	KSC135	IGNITION LOCK CYL	89.55	Parts 232.22
1	KSQ262	IGNITION SWITCH	142.68	Env. Charges
				Oil, Grease
				Tires, Tubes
				Shop/Supplies
				Other
	Total Parts			Subtotal
	Qts. Oil	@		Tax
	Lbs. Grease	@		Total 382.23
	Total Oil & Grease			

I hereby authorize the above repair work to be done along with the necessary materials and hereby grant you and your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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

Estimates for labor only - Material additional

11-1-14

ADMINISTRATOR

NATIONAL Highway Traffic Safety Admin.

SIR

I've enclosed my letter regarding the
SAFETY issue of my Auto and G.M. Recall #14299.

- 1) I have a vehicle which was in The Recall #14299
- 2) I developed an ignition problem.
- 3) My vehicle was not the safest to drive.
- 4) I had to correct the problem myself
- 5) Can I be reimbursed?
- 6) I Do Not Believe what G.M. is doing is
Satisfying The SAFETY ISSUE - MAYBE
MAKING IT WORSE!

My letter follows

Copy of Bill enclosed.

TOLEDO, OH.

ADMINISTRATIVE

NATIONAL Highway Traffic Safety Administration.

11-1-2014
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SIR:

I'm the owner of a 2005 Cadillac DeVille
VIN 1G6KDS4Y15U [REDACTED]

I UNDERSTOOD THIS G.M. model automobile might
have ignition switch problems.

I received a recall notice in August of 2014.
Recall #14299. But was informed that Parts
were not yet available to fix the problem, I
was told I would be notified when parts were
available.

In the middle of Sept. I STARTED having
problems starting my car. I STOPPED AT A G.M.
dealer in Corvallis, OR (Powers) and Told them of
my problems with starting my car. Without
checking the ignition they told me it had
nothing to do with the Recall, But was a key
problem.

I then went to my own Mechanic in
Newport, OR, who actually tried my ignition and
said this was the actual problem G.M. was
having, that the key had to be in a certain
position to start and to Run and if it was
moved out of that position the car would die.

My Mechanic Said a HARD Jolt or bump
could cause the key to move and shut
the engine off.

Because I do a lot of Driving I asked
my Mechanic to order me a New Ignition
Switch and install it. I didn't know how
much longer I had to wait for G.M. To get
it fixed.

So my mechanic ordered a new Ignition
Switch, had it rekeyed to accept my G.M. Keys,
and it now works fine.

I now have a bill for ^{*}382.23, 2 copy enclosed,
and my question to you is - am I stuck
with this Bill? Should G.M. pay it?
I'm at the point that I don't Trust G.M.
To do what's Right and believe they will
do anything to get out of Paying.

Since this happened I got a Second Recall Notice
which is to install "16 mm key rings and an insert
in the key slot to cover the key head to correct this condition".
This in NO way would have made my defective Ignition
Switch any safer.

If people actually have a defective ignition switch, as I did, isn't this sending the wrong message to these people ?? Isn't it setting them up for injury or even death?

I did call G.M. in Detroit and asked them about my Bill. They said they would get in touch with my local G.M. Dealer (Gord Area) who would call me. The local Dealer did call and I understood they would pay me for the new ignition switch only. The next time I talked to them, they said they would not pay for my new switch, that the second Recall notice was to refit keys only.

When I did call G.M. at Detroit ~~AT~~
800-468-8006 - They said the Recall was
140299 - not 14299 (?).
They also gave me a Ref. #

This was on 10-21-2014

I Do have my OLD ignition switch if you would be interested in inspecting it.

Thank You

TOLEDO, OH

TOLEDO, OH

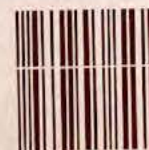
CERTIFIED MAIL™



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87391
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ADMINISTRATOR.
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, D.C. 20590

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