

Williamstown, NJ

November 16, 2014

Jeff Bayer, VP - Global Vehicle Safety
Buick

PO Box 909989

Milwaukee, WI 53209-9989

NOV 25 2014

Mr. Bayer

On Nov. 7, 2014 my Buick (2008) LaCrosse was serviced for recall #14299.

In late Aug. & Sept I received notices from you regarding "very important" that I remove all articles from my key ring, which I did at that time.

I am writing you now because on July 2, 2014 the key was frozen (would not turn to start & could not be removed) The car was towed from my garage & serviced.

And on Aug 4, 2014 before these notices from Buick my car stalled & would not start as I dropped my neighbor off at her home. Again it had to be towed & serviced by Pellegrino. I admit my key was loaded. I had not received GM's notices.

I find it ironic that these two key-related incidents occurred, but thankful they did not end up in a serious & dangerous situation.

Pg 2.

I, therefore, hold the company responsible for the monetary damages I've incurred. Attached find copies of receipts for work performed on both occasions.

I am asking to be reimbursed for \$905 ²⁶/₁₀₀

Thank you

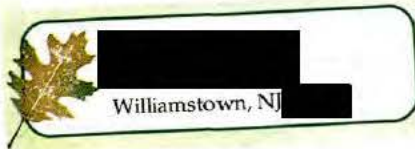
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✓ cc: Highway Traffic Safety Adm.
1200 N. J. Ave SE
Washington DC 20590

cc:

[Redacted]

Williamstown Ky [Redacted]



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Administrator
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1200 New Jersey Ave. SE
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20590

