

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

11-18-2014

JEFF BOYER, VICED PRESIDENT- GLOBAL VEHICLE SAFETY

DEC 07 2014

ADMINISTRATOR, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVE,

SE., WASHINGTON, DC 20590

SUBJECT: RECALL 2000 OLDS INTRIGUE - THE NATIONAL HIGHWAY TRAFFIC SAFETY  
ADMINISTRATION CAMPAIGN ID NUMBER FOR THIS RECALL IS 14V400

THIS NOTICE APPLIES TO MY 2000 MODEL YEAR OLDSMOBILE INTRIGUE, VIN  
1G3WS52H1YF3 [REDACTED]

GM RECALL 14350

JEFF BOYER, VICE PRESIDENT

GLOBAL VEHICLE SAFETY

YOU RECENTLY SENT A LETTER TO ME STATING THE KEY RING CAN CAUSE A JARRING EVENT IF  
IT HAS TOO MUCH WEIGHT AND 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.

I FEEL THAT THIS IS NOT THE MAIN PROBLEM WITH THE 2000 OLDS INTRIGUE. IN 2012 WE HAD  
A PROBLEM WITH THE OLDS - UPON STARTING THE VEHICLE THE SECURITY LIGHT WOULD  
COME ON CAUSING THE CAR TO BE DISABLED. UPON WAITING ABOUT 45MIN TO AN HOUR  
THE CAR SECURITY LIGHT WOULD GO OFF AND THE CAR WOULD AGAIN START. THIS WOULD  
HAPPEN INTERMITTANTLY AND UNEXPECTEDLY. I WOULD GO INTO A STORE AND COME OUT -  
TRY TO START THE CAR ONLY TO HAVE THE SECURITY LIGHT COME ON - NOT ALLOWING ME  
TO START THE CAR UNTIL A 45 MIN TIME SPAN WENT BY. THIS WAS VERY UNSAFE AND VERY  
ANNOYING BECAUSE I NEVER KNEW WHEN THIS WOULD HAPPEN. AT TIMES THE CAR  
WOULD JUST STOP WHEN I WAS DRIVING IT. SOME TIMES I WAS LUCKY ENOUGH TO BE IN A  
PARKING LOT WHEN THIS HAPPENED - BUT NOT ALWAYS. THE CAR WOULD JUST STOP!

THERE WERE TIMES WHEN I TOOK THE IGN KEY OUT AND THE ENGINE KEPT RUNNING. I  
REMEMBER ONE TIME SOMEONE CAME INTO MY WORK AND SAID MY CAR WAS RUNNING AND  
I SAID "HOW CAN IT BE I HAVE THE KEY HERE." SURE ENOUGH, WHEN I WENT OUT TO CHECK  
THE CAR AND IT WAS RUNNING. APPARENTLY, THE KEY COULD BE TAKEN OUT WHEN IT

NM3

12/8/14

TA

WASN'T IN THE STOP POSITION CAUSING THE CAR TO REMAIN RUNNING - NOT HAVING ME EVEN AWARE OF IT. AFTER THAT I MADE SURE THAT THE KEY WENT ALL THE WAY TO THE "OFF" POSITION WHEN I REACHED MY DESTINATION.

FINALLY, AFTER PUTTING UP WITH ALL THESE THINGS FOR OVER TWO YEARS AGO, WE TOOK THE CAR TO THE CHEVY DEALER SHIP HERE IN RUSSELLVILLE TO CHECK THE LISTED PROBLEM. WE WERE QUOTED A FEE OF \$400, JUST TO SCAN THE COMPUTER, PLUS, THE REPAIRS. WE WENT TO A INDEPENDANT GARAGE, FOR THE REPAIRS. G M VEHICLES HAVE MORE PROBLEMS, THAN THE KEY RING. WE WILL NOT LOOK AT ANOTHER G M VEHICLE TO BUY. G M SHOULD REFUND THOSE WHO HAD TO HAVE PROBLEM(S) REPAIRED.

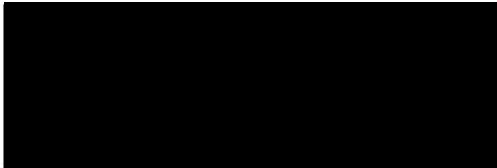
I ENCLOSED THE WORK ORDER AND RECEIPT FOR THE REPLACED CRANK SENSOR AND THE IGNITION LOCK CYLINDER WHICH WERE THE TWO THINGS CAUSING MY PROBLEMS.

THIS IS ONE REASON WHY I DON'T THINK THAT YOUR RECALL AND YOUR WAY OF HANDLING IT WILL SOLVE THE PROBLEM YOU DESCRIBED IN YOUR LETTER TO ME. REALLY, "AN INSERT IN THE KEY SLOT OR A COVER OVER THE KEY HEAD ON ALL IGNITION KEYS." I THINK YOU HAVE A BIGGER PROBLEM THAN JUST THAT.

JUST RECENTLY WE HAD THE CAR CHECKED WITH A DIAGNOSTIC TEST (\$25) BECAUSE THE ABS LITE STAYED ON, THE BRAKE LITES STAYED ON, THE TRAC LIGHTS STAYED ON AND THE SERVICE LIGHT STAYED ON - ALL AT THE SAME TIME. THIS IS INTERMITTANTLY AND HAS BEEN HAPPENING OVER THE LAST SIX MONTHS. ONE TIME YOU START THE CAR AND ALL THE LIGHTS STAY ON AND OTHER TIMES IT DOESN'T HAPPEN. THE TECHNICIAN WE WENT TO SAID THE CONTROL MODEULE NEEDS TO BE REPLACED AND THAT WAS GOING TO COST \$313.92. HE ALSO MENTIONED THAT THE ANTI LOCK BRAKES WOULD NOT WORK WHEN THIS HAPPENS.

THANK YOU FOR THE ATTENTION YOU GAVE IN READING THIS LETTER REGARDING MY 2000 OLDS INTRIGUE.

SINCERELY,



**THE CAR CLINIC, LLC**

3515W MAIN ST.  
 Russellville, AR 72801-0000  
 Shop Phone: (479) 890-4376  
 Fax: (479) 890-0153

Invoice

12199  
 Estimate Ref #0  
 Date Printed: 12/12/2012  
 Printed Time: 11:31 am

Est/Ref: 5

CERTIFIED AUTO REPAIR

Time Promised:

2000 OLDSMOBILE INTRIGUE V6 3.5L 214CID FI GAS N H

VIN: 1YF319369

License: [REDACTED]

Mileage In: 86,264

Date Written: 12/11/2012

State: AR

Unit #:

Mileage Out: 86,264

Written By: Rick

Home: [REDACTED]

DOM:

Save Old Parts: No

Cell: [REDACTED]

Job Name	Description	Technician	Qty	List	Extended
Job #1	intermittant no start security light flashes ...				
Labor 7	Work Requested - intermittant no start security light flashes also dies going down road somtimes starts right back [up key will come out of ign with engine running]		1.00	59.00	59.00
Labor 7	Work Requested - replace ign lock cylinder relearn pass lock		1.50	59.00	88.50
Labor 7	Work Requested - replace crank sensor [relearn crank variation]		1.50	59.00	88.50
Part css138	crank sensor		1.00	96.59	96.59
Part CS747L	ign lock cylinder		1.00	259.58	259.58

17 point inspection

\$20.00 A DAY STORAGE CHARGE FOR ANY VEHICLE NOT PICKED UP WITH IN 7 DAYS OF COMPLETED REPAIR



Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$356.17  
 Labor: \$236.00  
 Sublet: \$0.00  
 Misc: \$0.00  
 Discount: \$59.22  
 Hazmat: \$4.00  
 Supplies: \$4.00  
 Tax: \$45.98  
**Invoice Total: \$586.93**

Thank you For Your Business

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 or truck 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 or truck to secure the amount of repairs thereto.

Authorized By \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_



# Beacon Tire, Inc.

WHOLESALE - RETAIL  
 Hwy. 64 E. - Next to Ridout  
 P.O. Box 1197  
 Russellville, AR 72811  
 Phone (479) 968-4419 - Retail  
 Phone (800) 632-7911 - Wholesale



PURCHASER GRANTS SELLER  
 SECURITY INTEREST IN THE GOODS  
 DESCRIBED HEREIN.

SIGNATURE \_\_\_\_\_

11/07/14

10:40am

Inst. No. : [REDACTED]  
 Inst. Name : [REDACTED]  
 Address : [REDACTED]

\*\*\* WORK ORDER \*\*\*

Customer P. O. Number	Wrk. Ord. Date	Wrk. Order No.	Page
	11/07/14	378654	1

Invoice Date	Invoice No.
	2000

2000  
 Vehicle Info

Make : OLDS  
 Model : Intrigue  
 Year : 2000  
 Mile : 98974.0  
 Lic. No. : [REDACTED]

M 99464  
 MONDAY 2:00  
 T 9369  
 FB

Item Number	Description	Quantity	Price	FET	Disc	Extended
1	TEST DRIVE WHOP WHOP WHOP NOISE	1.00	0.00	0.00	0.00	0.00

ABS LITE ON  
 BRAKE " "  
 TRAC " "  
 SERVICE " "

① ABS Control Module (Used)

② Labor

228.<sup>00</sup>  
 60  
 288.<sup>00</sup>  
 25.92  
 313.92

will have to order 3 to 4 days  
 will have to take old one off  
 to get numbers  
 vehicle will be disabled

PAYMENT DUE ON OR BEFORE 10TH OF EACH MONTH.  
 PAST DUE ACCOUNTS WILL BE CHARGED A FINANCE CHARGE.

Tire	Discount	FET	Parts	Labor	Other
0.00	0.00	0.00	0.00	0.00	0.00

Sub Total	0.00
Tax Total	0.00
Amount Due	0.00



Russellville, AR

LITTLE ROCK AR 722

19 NOV 2014 PM 3 L



~~Jeff Boyer Global Vehicle Safety~~  
Administrator, National Highway Traffic  
Safety Administrator  
1200 New Jersey Ave  
SE., Washington, DC  
20590

20590

