CL-10663897-5896

DEAR JEFF BOYER,

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

I HAD THE RECALL WORK DONE ON FRI. NOV. 14 TH.

(17) DAYS BEFOR MON. DEC. 1ST. FOR THE $ 25.00 GIFT REWARD.

THANK YOU,

SINCERELY,

DEC - 4 2014

[redacted]

ET
12/11/14
TA

Pontiac
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

[redacted]

October 2014

14350 1G2NF52E7YC[redacted]
[redacted]
Lincoln, RI [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 2000 model year Pontiac Grand Am. 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 2000 model year Pontiac Grand Am, **VIN 1G2NF52E7YC**[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 as soon as possible.
- 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.

What will we do?

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.

GM

000017718

Customer Number [redacted] Invoice No: [redacted]

HURD Auto Mall

Chevy · Buick · Pontiac · GMC · Hummer · Saab

WHERE YOU CAN SEND YOUR FRIENDS....and family

1705 Hartford Ave. · Johnston, RI 02919
(401) 751-6000
E-mail: mail@hurdautomall.com
Web: www.hurdautomall.com

[redacted]
LINCOLN, RI [redacted]

Home: [redacted]

SERVICE ADVISOR: 1568 ADAM STONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER/PEW	00	PONTIAC GRAND AM	1G2NF52E7YC[redacted]		39574 39574	**T5459**

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06OCT00			WAIT 14NOV14		0.00	CASH	14NOV14

R.O. OPENED	READY	OPTIONS:
14NOV14	14NOV14	ENG:3.4 LITER L6 MFI

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL

A ***RECALL 14350***

CAUSE: RECALL 14350
9100880 INSTALL KEY COVER AND KEY RINGS
1547 WP

4	23232599 RING	(N/C)
1	23279476 COVER KIT	(N/C)
1	PN69043 RECALL ADHESIVE PART#: COUNT:	(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 **TOTAL LINE A: 0.00**

,,,,39574 performed recall, installed two 16mm key rings and an insert
,,,,in the key slot or a cover over the key head on all ignition keys.

****

B ***FREE MULTI-POINT VEHICLE INSPECTION***

MULTI FREE MULTI-POINT VEHICLE INSPECTION
1547 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 **TOTAL LINE B: 0.00**

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS ADJUSTMENT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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Customer Copy

[redacted]

LINCOLN, RI [redacted]

PROVIDENCE RI 029

24 NOV 2014 PM 2 L

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE.
WASHINGTON, DC 20590