

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

December 8, 2014

DEC 18 2014

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington, DC 20590

Attn: Administrator

In September 2014 I received a recall letter for my 1999 Oldsmobile Alero, VIN 1G3NL52E2XC [REDACTED] due to an ignition problem. I had my car repaired in August 2013 at Coggin Chevrolet at the Avenues. I made a phone call stating that I had done this. I was assured that I would be receiving a form for reimbursement. I never received the form. I made a second call two months later and was promised the reimbursement form. I have not yet received this form. I believe I have been patient up to now. Please advise me on the status of my claim. I have attached copies of the recall letter along with a copy of the invoice for the repair.

Please notice my change of address as of October 2014. My old address was: [REDACTED]

[REDACTED], Jacksonville, FL [REDACTED] My new address is: [REDACTED]
Jacksonville, FL [REDACTED] I will appreciate a prompt response to this matter.

Encl: Copy of recall letter

Encl: Copy of invoice for repair

Sincerely,

[REDACTED]

Jacksonville, FL [REDACTED]

HN
12/23/14
TA



IMPORTANT SAFETY RECALL

Reimbursement form

Ref#

[Redacted]

September 2014

[Redacted]

Jacksonville, FL [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 1999 model year Oldsmobile Alero. 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 1999 model year Oldsmobile Alero, VIN 1G3NL52E2XC [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 on or after October 1, 2014.
- 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.

GM

What will we do?

PARTS WILL SOON BE AVAILABLE. We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by October 1, 2014. When parts are available, 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.

What should you do?

You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, 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.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Oldsmobile Customer Assistance Center at 1.800.442.6537 (TTY 1.800.833.6537).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V400.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeff Boyer
Vice President – Global Vehicle Safety

GM Recall Number: 14350

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]



**Chevrolet
at the Avenues**

INVOICE

DUPLICATE 1
PAGE 1

10880 Philips Hwy, Jacksonville, FL 32256 · (904) 268-9874
Toll Free (877) 223-8340 · Fax (904) 260-7796
STATE OF FLORIDA REGISTRATION # MV-34845

SERVICE DEPARTMENT HOURS
MON - FRI 7:30 A.M. TO 7:00 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M.

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 804017 Michael Hoban

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		99	OLDSMOBILE ALERO		1G3NL52E2XC		56737/56737		T5905
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN99	DD01JAN99	01JAN2001	17:00 21AUG13				CASH	22AUG13	
R.O. OPENED		READY		OPTIONS: ENG:3.4_Liter_V6_MFI					
10:39 21AUG13		16:45 22AUG13							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	INTERMITTENT	NO START.	HAS SECURITY WARNING AND WILL RESTART			
		AFTER 5-10 MINUTES					

CAUSE: b2960 set. passlock sensor in ignition lock cylinder has failed
EE001 REPLACE IGNITION LOCK CYLINDER/RELEARN

SECURITY

214095 CPC

316.95 316.95

ADJ Adjustment

-21.93 -21.93

1 25832354 CYLINDER KIT

239.57 239.57 239.57

2 2852063 KEY

21.93 21.93 43.86

PARTS: 283.43 LABOR: 316.95 OTHER: -21.93 TOTAL LINE A: 578.45

56737 b2960 set. passlock sensor in ignition lock cylinder has failed replaced ignition lock cylinder, relearned theft

HAZARDOUS WASTE/ENVIRONMENTAL FEE 25.00

PAID

CHEVROLET

STATE 37.53
STATE 6.25

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	316.95
PARTS AMOUNT	283.43
PARTS ADJUST	-21.93
SUBLET AMOUNT	0.00
MISC. CHARGES *	25.00
TOTAL CHARGES	603.45
LESS INSURANCE	0.00
SALES TAX	43.78
PLEASE PAY THIS AMOUNT	647.23

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Jacksonville, FL

JACKSONVILLE FL 320

18 DEC 2014 PM 2 L



Administrator
National Highway Traffic
Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

20590

