

CL-10670096-8993

12-30-14

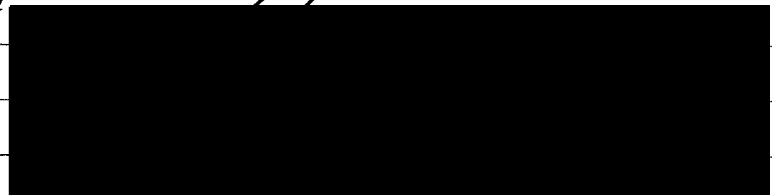
Dear Sir

JAN -7 2015

i'm writing in regards to  
the recent recall on my  
99 Pontiac Grand Am (Ignition)

i have had problems with the  
ignition very bad and i myself  
had the ignition replaced (my)  
by my local garage so when i  
got my recall papers i called  
around to see what can be  
done to get a refund, COVEK  
Chev. said Nothing at this point  
that's why i'm writing to you  
to see if i am entitled  
to the refund being that there  
was a problem & i dealt  
with it before something did  
happen

Thank You



DM

1915

SMD



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

# IMPORTANT SAFETY RECALL



October 2014

14350 1G2NE52E8XM [REDACTED]

Johnstown, PA [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 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 1999 model year Pontiac Grand Am, VIN 1G2NE52E8XM [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.

*Cover Chev.*  
*814-467-4596*

*"Ron Davidson"*  
*Admiral Penn y High*  
*814-472-7581*



**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. 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 Pontiac Customer Assistance Center at 1.800.762.2737 (TTY 1.800.833.7668).

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

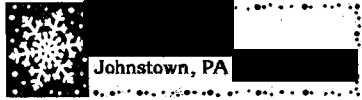
*GM Ignition*

*MON - 11-4-14 - 1:32*



*11-11-14 @ 1:56 - EIN*



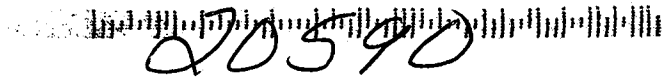


JOHNSTOWN PA 150

31 DEC 2014 10:00 A



National Highway Traffic Safety Administration  
1200 New Jersey Ave.  
SE  
Washington, DC



20590