

01-10681242-2100

14116

General Motors Product Field Action Customer Reimbursement Request Form

JAN 29 2015

This section to be completed by customer (please print)

Customer Name: [REDACTED]

Street Address or P. O. Box Number: [REDACTED]

City: BIRMINGHAM State: AL Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 1G2NF52T91M [REDACTED]
(17 Characters)

Mileage at Time of Repair: 105,315 Date of Repair: 5/16/14

Amount of Reimbursement Requested: \$ 327.86

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [REDACTED]

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

ET
2/2/15
SMP



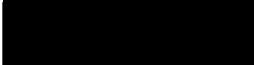
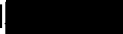
Pontiac
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



October 2014

14350 1G2NF52T91M



Birmingham, AL



Dear



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 2001 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 2001 model year Pontiac Grand Am, VIN 1G2NF52T91M
- 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.



**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

2001 Pontiac Grand Am
 Birmingham, AL 35234
 (205) 324-5743

11 Replace Ign SW. 16790

11 Replace Transmittal 163.16

ADDRESS Birmingham AL		CUSTOMER'S ORDER NO.	DATE 5-16-14
ORDER WRITTEN BY Mike		PROMISED A.M. P.M.	
YEAR, MAKE AND MODEL 2001 - Pont. Grand Am		EXT.	ODOMETER IN
SERIAL NUMBER	MOTOR NUMBER	LICENSE NUMBER	ODOMETER OUT
TERMS			

MIKE AUTO CLINIC
 2209 21ST ST. No.
 B'HAM, AL 35234
 (205) 324-5743

DESCRIPTION OF WORK		AMOUNT
<input type="checkbox"/> LUBE <input type="checkbox"/> CHANGE OIL <input type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE-UP <input type="checkbox"/> TRANS. <input type="checkbox"/> DIFF.	Reprogramming the system / R & R parts / labor part # 65. (Bal 75.00)	

(MAY BE CONTINUED ON OTHER SIDE)	TOTAL PARTS	
ACCESSORIES		
TOTAL ACCESSORIES		

LITERS/GALS. OF GAS @	TOTAL LABOR	230.36
LITERS/QTS. OF OIL @	TOTAL PARTS	197.50
kg/LBS. OF GREASE @	ACCESSORIES	
	GAS, OIL AND GREASE	
	SUBLET REPAIRS	
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.		EPA / WASTE DISPOSAL
SAVE OLD PARTS? <input type="checkbox"/> YES <input type="checkbox"/> NO	TAX	75.00
SIGNATURE	TOTAL THANK YOU	1028.66

QTY.	PART NO. AND DESCRIPTION	PRICE
11	Replace 2 Lym SW.	167.90
11	Replace Transmittal	3.16

MIKE AUTO CLINIC
 2209 21st Street North
 Birmingham, AL 35234
 (205) 324-5743

[Redacted]	CUSTOMER'S ORDER NO.	DATE
[Redacted]	ORDER WRITTEN BY	5-16- PROMISED
[Redacted]	[Redacted]	[Redacted]
[Redacted]	EXT.	ODOMETER IN
YEAR, MAKE AND MODEL	LICENSE NUMBER	ODOMETER OUT
2001 Pont. Grand AM		
SERIAL NUMBER	MOTOR NUMBER	TERMS

	DESCRIPTION OF WORK	AMOUNT
	Reprogramming the System / R & R parts / Labor	
	part # 65. (Bal 75.00)	

(MAY BE CONTINUED ON OTHER SIDE)	TOTAL PARTS	LITERS/GALS. OF GAS @	TOTAL LABOR
	ACCESSORIES	LITERS/QTS. OF OIL @	TOTAL PARTS
		kg/LBS. OF GREASE @	ACCESSORIES
			GAS, OIL AND GREASE
			SUBLET REPAIRS
			EPA / WASTE DISPOSAL
			TAX
			TOTAL
TOTAL ACCESSORIES		SAVE OLD PARTS? <input type="checkbox"/> YES <input type="checkbox"/> NO	THANK YOU
		SIGNATURE	

TOTAL LABOR: 930.30
 TOTAL PARTS: 197.50
 TAX: 75.00
 TOTAL: 2102.80

[REDACTED]
BIRMINGHAM, AL.

BIRMINGHAM AL 350

35 JAN 20 15 PM 0 J



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

20590

