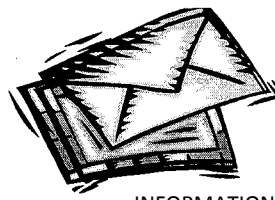


NHTSA ccmMercury Routing Slip



CL-10683340-6403

Printed: 2/12/2015

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

NHTSA #: ES15-000749	Rec'd Date: 2/12/2015	Referred By: NPO-011
XREF #:	Doc Type: GEN	Doc Date:
Delivery: CRT	Address To:	Due Date: 3/13/2015
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM [REDACTED] REGARDING HIS 2001 PONTIAC GRAND AM GT; HE IS REQUESTING REMUNERATION FOR THE REPAIR COSTS HE INCURRED FOR REPLACEMENT OF THE TWO DEFECTIVE IGNITION SWITCHES FROM GENERAL MOTORS CORPORATION		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: NANCY L. LEWIS	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
Added By: TMAPP x62870	Modified By: TAMMY.MAPP	
Most Recent Comment:		

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 FEB 12 P 1:15

Author:

[REDACTED]
ROMEOVILLE, IL [REDACTED]
Tel: [REDACTED] Fax: E-mail:

FEB 13 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	2/12/2015	3/13/2015	
NVS-010	INFORMATION	2/12/2015		2/12/2015

NAM
2/13/15
SMD

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

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 FEB 12 P 1:02

Dear Sir,

I am addressing this correspondence to you inasmuch as my previous contact with General Motors Corporation has not resulted in a satisfactory conclusion. I have experienced two (2) passenger vehicle break-downs during this past year resulting from faulty GM electronic ignition switches, both of which necessitating costly repair charges. For your ready reference attached please find copies of the repair bills, as well as my previous claim request to GM which they curtly denied.

I am requesting remuneration for the repair costs I have incurred for the replacement of the two defective ignition switches from General Motors Corporation. I sincerely hope GM will promptly remedy this matter and that further contact and litigation can be avoided. I thank you in advance for your involvement in this matter and fully appreciate your anticipated successful resolution.

Very truly yours,

[REDACTED]

Romeoville, IL. [REDACTED]

[REDACTED]
GM Recall No. 14350

2001 Pontiac Grand Am GT VIN 1G2NV52E91C [REDACTED]

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

JS15-000749

General Motors Product Field Action
Customer Reimbursement Request Form

CLAIM/CASE #

This section to be completed by customer (please print)

Customer Name: [REDACTED]

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

City: ROMEDEVILLE State: IL Zip Code: [REDACTED]

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

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

Date Request Form and Supporting Documentation Submitted to Dealer: 7/10/2014

Vehicle Identification Number of Involved Vehicle: 1G2NV52E91C [REDACTED]
(17 Characters)

Mileage at Time of Repair: 29,240 Date of Repair: 1/23/2014

Amount of Reimbursement Requested: \$ 591.17

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

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

(RECEIPT ATTACHED)

- 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)

IGNITION SWITCH RE-IMBURSEMENT

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] 7/10/2014

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: X Date: 7/17/14 Reviewed By: DAVE BEATTY

Reason: NOT INVOLVED IN RECALL

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

MICKEY'S TIRE & SERVICE CENTERS
 49 W. Normantown Rd
 Romeoville, IL 60446
 (815) 886-0300

INVOICE # [REDACTED] 01/05/15

2001 eng: V6 3.4L 207ci G
 PONTIAC vin# 1G2NV52E91C [REDACTED]
 GRAND AM SE

plate# [REDACTED]

mileage
 35738

ROMEDEVILLE, IL [REDACTED]

Customer Repair Instructions
 CRANKS WONT CATCH

			396.00	Group Total
STARTING CHARGING				
QECC532458	1@ 200.00	200.00 IGNITION LOCK CYLINDER	059	91.00
Parts Sub-Total		200.00	DIAGNOSIS NO CRANK NO SIGNAL TO	
			STARTER	
			059	105.00
			IGNITION LOCK CYLINDER/REMOVE &	
			REPLACE	
			Labor Sub-Total	196.00
			70.00	Group Total
TOWING				
	HEARTBREAK TOWING		1.00	70.00
				70.00

THANK YOU FOR CHOOSING US.
 WE APPRECIATE YOUR BUSINESS.

X _____
 CUSTOMER SIGNATURE

Paid CC

PARTS	200.00
LABOR	196.00
Shop Supplies	4.00
Storage /Towing	70.00
TAX	17.34
TOTAL WORK ORDER	487.34
PAYMENTS	487.34

01/24/2014

FIRESTONE COMPLETE AUTO CARE
ROMEovILLE
520 S. WEBER RD

ROMEovILLE, IL. 60446-9998

Service Advisor:
08 NICHOLAS
815.254.6370

2001 PONTIAC GRAND AM GT [RED]

V6-201 3.4L OHV

Lic #: Vin #: 1G2NV52E91C

In: 01/23/14 3:42PM Mileage: 29,240

Out: 01/24/14 2:34PM

ROMEovILLE, IL

Or

Store # 344547

RETAIL SALE

Table with columns: Description, Rev Hist /Article # ID, Qty, Unit Price, Extended Price, Job Total. Includes items like NON-SYSTEM SERVICES, DIAGNOSTIC SERVICE, COURTESY CHECK, and STANDARD OIL CHANGE.

Technician(s):

60 MARK VORGIC

Payment History:

Table with columns: CFNA, 4053, 617.15, 09019, Total Tendered, 617.15

Summary:

Summary table with columns: Parts, Labor, Shop Supplies, Sub-Total, Tax (8.50%), Total. Total amount: \$617.15

All CFNA purchase(s) through December 31, 2014 of \$299 or more receive 6 month deferred interest, see [redacted] for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

Table with columns: Rev Amt, Inlt. Includes revisions for 01/23/2014 at 04:48PM and 04:53PM.

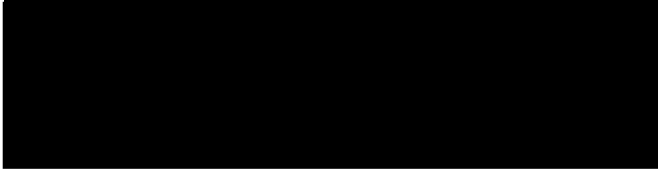
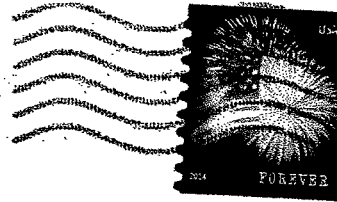
Customer Signature

IN PERSON
IN PERSON

ADVANTAGE CHEVROLET
115 W. SOUTH FRONTAGE RD.
BOLINGBROOK, IL 60440

S SUBURBAN IL 604

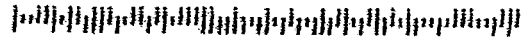
18 JUL 2014 PM 9 L



Romeoville, IL



60446115337



CERTIFIED MAIL™



7008 2810 0001 3410 2032

Romeoville, Il.

CAROL S. WILSON, LTD.



U.S. POSTAGE
PAID
ROMEVILLE, IL
60451

JAN 31 1985

AMOUNT

\$6.70

W40-304

RETURN RECEIPT
REQUESTED

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

20590

