

DL-10690313-9268

FROM: [REDACTED]

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

TO

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

FEB 18 2015

I need your assistance in solving a dispute with General motors. I am the owner of the vehicle in Exhibit 1. On two occasions in 2012 my key fell out of my ignition switch backing out of my driveway.

As an engineer I knew that it was a defective switch because the key should not come out with the engine running and the ignition switch in the "ON" position.

I went to the GM dealer in my town but they just blow me off say that it was a worn out key. In January 2013 I hit a pot hole on the highway @ 60mi/hr and the key fell off again. At this point I decided that it was too dangerous to drive the car like this so I went to another shop where they verified that it was a defective ignition switch so I did the repair as shown in exhibit 3.

So when I receive the recall (Exhibit 1) I sent exhibit 1,2,3 to GM demanding a refund. They left me a phone message two months later telling me that my refund was not approved because recall 14350 does not have a refund clause in it.

I think this is wrong I should not have to come out of my pocket to pay for a defective part; GM should stand by their products.

Sincerely yours,

[REDACTED]

GM CASE # [REDACTED]

contact phone # @ GM

(866) 790 5600

EXT : 10272

NH  
2/2015  
SMD



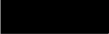
Pontiac  
P.O. Box 909989  
Milwaukee, WI 53209-9989

# IMPORTANT SAFETY RECALL



October 2014

14350 1G2NF52T31M



Rock Hill, SC



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.

## I M P O R T A N T

- This notice applies to your 2001 model year Pontiac Grand Am, VIN 1G2NF52T31M
- 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 *ing* 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.



*Exhibit 1*

**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

This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.

**WARNING**

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,

(Continued)



Litho in U.S.A.  
Part No. 23259399

**WARNING (Continued)**

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



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My case # with GM

[Redacted]

To :Pontiac Customer Service Assistance Center

Nov.17, 2014

[REDACTED]  
Phone [REDACTED] after 5pm

Work [REDACTED] before 5pm

On 1-8-13 I hit a pot hole on I-77 south @ 60 Mi/hr and my key fell out of the ignition I swerved left and right but luckily I did not hit any one.As an electrical engineer I knew right then that it had to be a manufacturer's defect but when I reported what happened to the Pontiac dealer in my town they just brushed it off saying that my key was worn out;so I went and replaced the cylinder,the keys and the lock sensor.

Enclosed is a copy of my receipt.In accordance with the National Traffic and Motor Vehicle Safety Act I expect General Motors to reimburse me per GM recall 14350.

UPON RECEIVING THIS CORRESPONDENCE I WOULD LIKE TO BE CONTACTED WITH YOUR DECISION  
IN CASE I NEED TO FORWARD A COMPLAINT TO THE NATIONAL HIWAY TRAFIC SAFETY  
ADMINISTRATION.

Email: [REDACTED]

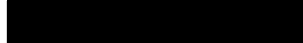
[REDACTED]  
Rock Hill SC [REDACTED]

Thanks.

exhibit 2

KING'S GARAGE OF ROCK HILL INC.

FOR



1015 LATHAM DRIVE  
ROCK HILL, SOUTH CAROLINA 29732

ROCK HILL

SC



(803)366-7512 01/10/13 INVOICE



MAKE PONT MODEL GRAM YEAR 01  
MILES 111 LICENSE BY BKW

| --SHOP LABOR DESCRIPTION-----    | MECH-- | AMOUNT-- |
|----------------------------------|--------|----------|
| REPLACED CLY. AND KEYS           | SAM    | 98.40    |
| REPLACED LOCKOUT SENSOR          | SAM    | N/C      |
| --OTHER CHARGES DESCRIPTION----- | CODE-- | AMOUNT-- |
| CODEING KEYS                     | O      | 15.00    |

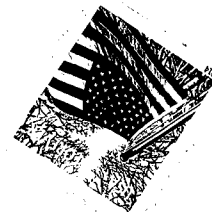
-----PARTS-----

| QTY | PART NUMBER | NAME OF PART | PRICE  |
|-----|-------------|--------------|--------|
| 1   | 25832354    | CYLINDER KIT | 225.99 |
| 2   | 225618      | KEYS         | 13.22  |

|               |        |
|---------------|--------|
| LABOR TOTAL   | 98.40  |
| OTHER CHARGES | 15.00  |
| PARTS TOTAL   | 239.21 |
| SALES TAX     | 16.74  |
| PD IN ADVANCE | .00    |
| PAID BY CHECK | 369.35 |

Exhibit 3

ROCK HILL SC



NATIONAL Hwy TRAFFIC Safety  
1200 NEW Jersey Ave, SE  
WASHINGTON DC 20590