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

CL-10694556- 5860

Please send Our Reimbursement of #544.18 !!!

To Whom It May Concern: Wednesday, March 04,2015

Administrator, National Hwy. Traffic Safety Administration: Please Help!!!

This Letter is Regarding Our 2002 Pontiac Grand Am Ignition Switch Claim filed Wednesday, October 17, 2014, with the Reimbursement Department; PO Box 33170; Detroit, MI 48232-5170.

While we fortunately did not die Thank God, but our car did, as we lost our Ignition Switch when as a Realtor out showing property in a Rural Area of our county, we had to be towed in to our Service Center as our Dealership/Courtesy Chevrolet, was closed on Saturday, October 19, 2013, the day of the incident, for the weekend. I could not have waited until Monday or furthermore for your July 2014 Recall as I needed the car for transportation!!!

MAR 13 2015

When you all, in July 2014, announced your recall on 2002 Pontiac Grand Am Ignition Switches, I immediately got all our paperwork (copies of which you find enclosed) information including receipts as well as the/your form which I filled out for the Reimbursement for having had the work already previously done!!! I submitted/mailed this all to you all's Reimbursement Department October 17, 2014, for reimbursement. We did not hear anything from you all until the end of January 2015, when we were mailed (also called - left messages) informing us saying our claim would not be reimbursed. Shortly thereafter in a brief article in our local paper, [redacted] on Tuesday, February 3, 2015, "Death toll from GM ignition switches rises" DETROIT -- More than 1,100 claims were filed in the week before Saturday's deadline to seek payment from General Motors ignition switch compensation fund . . . . . Our Claim was certainly filed before your January 31, 2015, deadline!!!

Over the years as owners of 11 GM Cars -- 3 of which were Chevrolets and the other 8 Pontiacs, we certainly would and do expect to have (and to have had) a positive response to our request for reimbursement for what you all stated in July 2014 to be a Recall on 2002 Pontiac Grand AM Ignition Switches. We had notice from you all on getting sleeves put on our keys which took 3 trips and some 4 to 5 hours waiting time due to all the recall work and furthermore for you all failing to send our Dealership the correct sleeves -- maybe we should also be requesting reimbursement on time spent (literally wasted) plus mileage!!! You stated that our "repair that was performed is not the repair covered by the recall." If not, what is the difference between an Ignition Switch and an Ignition Switch???

As LOYAL CUSTOMERS, we do expect long-term reliable performance from your products for our safety and satisfaction, and for you all to standby us and to supply us with quality merchandise and in regard to this matter, we do expect to receive reimbursement for our needing to be towed in and having to have our Ignition Switch, which became a Recall after ours went out, replaced!!!

[redacted]

PS: Since you all/GM were baled out by our Federal Government/our tax dollars, we are also sending and seeking help from the National Highway Traffic Safety Administration!!!

[redacted]

Kingsport, TN [redacted]

ET
31315
SMD

General Motors Product Field Action
Customer Reimbursement Request Form

N. 09/17/2014

This section to be completed by customer (please print)

Customer Name: [redacted]

Street Address ~~or P. O. Box Number~~: [redacted]

City: Kingsport State: TN 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: 10/19/2013 - Was Saturday (Dealer) was closed - Sent to Kingsport Tire + Auto Care (Etc) for Repair

Vehicle Identification Number of Involved Vehicle: 1G2NE52F92C[redacted]
(17 Characters)

Mileage at Time of Repair: 047,226 Date of Repair: 10/19/2013

Amount of Reimbursement Requested: $ 544.18 ($504.18 Repair + $40.00 = Towing)

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

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

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]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. 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

KINGSPORT TIRE & AUTO CARE CTR

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
1503 E. STONE DR
KINGSPORT, TN 37660
(423)246-8473
KINGSPORTTIRE@HOTMAIL.COM

TIRE & SERVICE NETWORK
GOODYEAR
DUNLOP TIRES
KELLY TIRES

INVOICE [redacted]

10/19/13 10/19/13
12:18 PM 04:19 PM
TERR: 1967
NONSIG: 166556

PAGE: 01

BILL TO: [redacted]
KINGSPORT, TN [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE REQUESTED 10/19/13
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 003 / 005
PRIOR INVOICE. **NEW CUSTOMER**

VEH YEAR/MAKE. 02 PONTIAC
VEHICLE MODEL. GRAND AM SE
VEHICLE COLOR. TAN
LICENSE/STATE. [redacted]
ODOMETR IN/OUT 047236 / 47236
VEHICLE ID #.. 1G2NE52F92C[redacted]
P O NUMBER.... M/C

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	PAYMENT METHOD
[redacted]	2	01	[redacted]	0 TN	CASH

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
003	025	035-100	R	1	CAR WILL CRANK BUT NOT START	.00	39.50	39.50
003	020	035-200 035-491-510-0	R	1	INGNITION LOCK CYLINDER W/PASS LOCK SENSOR	281.08	.00	281.08
003	020	035-100	R	1	LABOR TO INSTALL & PROGRAM PASSLOCK SENSOR	.00	133.80	133.80
003	020	040-100	R	1	FED07	.00	.00	.00
003	001	077-100	R	1-	SLIDING SCALE COUPON	.00	20.00	20.00-

TIRE & SERVICE NETWORK LIMITED NATIONWIDE WARRANTY ON MOST SERVICES IS 24MO/24000 MI WHICHEVER COMES FIRST

I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY. _____ (signature)

PARTS TOTAL.....	281.08
LABOR TOTAL.....	153.30
MISC SHOP SUPPLIES.	26.06
SUB TOTAL.....	460.44
SALES TAX.....	43.74

CASH AMOUNT..... 504.18
TAXABLE AMOUNT 460.44

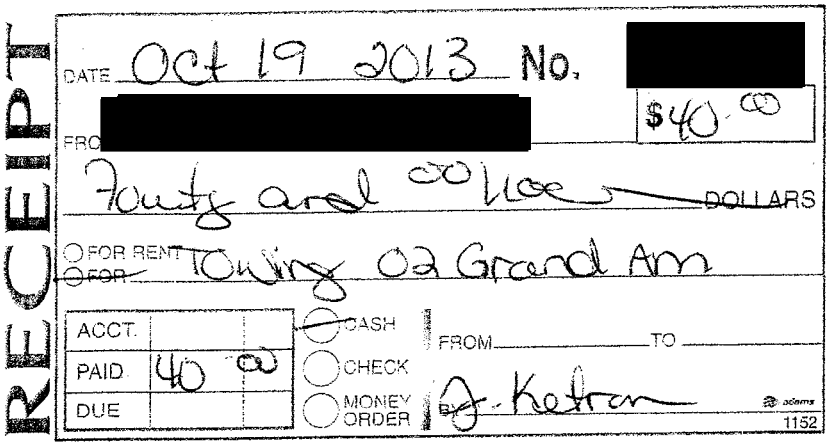
[redacted]
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $504.18

TREAD L/F..... 6/32 TREAD R/F..... 6/32 TREAD R/R..... 6/32 TREAD L/R..... 6/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136



RECEIPT

DATE Oct 19 2013 No. [redacted]

FRO [redacted] $40.00

Forty and 00/100 DOLLARS

FOR RENT
~~FOR~~ Towing 02 Grand Am

ACCT.		
PAID	40	00
DUE		

~~CASH~~
CHECK
MONEY ORDER

FROM TO

~~BY~~ J. Kelton

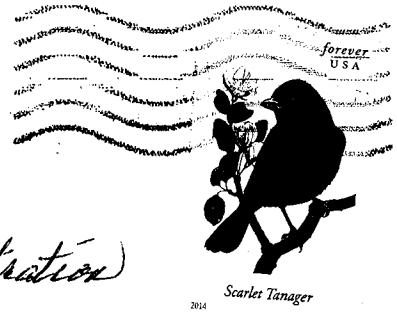
adams 1152

[redacted]

Kingsport, TN [redacted]

KNOXVILLE TN 377

04 MAR 2025 PM 1 L



Administrator, National Hwy. Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

20590