

[REDACTED], Frederick, MD [REDACTED] Home [REDACTED]
[REDACTED]

March 3, 2015

General Motors
Mary Barra, CEO
PO. Box 33170
Detroit, MI 48232

MAR 13 2015

RE: 2008 G5 Pontiac VIN 1G2AL18F687 [REDACTED]

Dear Ms. Barra:

I am requesting further information regarding the above referenced car which I purchased in March 2014 from Ideal in Frederick, MD.

The original ignition recall was fixed in early November 2014 after the keys would not come out of the ignition and the car had to be towed. I had diligently contacted Ideal Buick regarding the necessary part for the repair as soon as the recall information became public and told each time it was not in yet with no real timetable as to when it would be available. (Although I find it interesting that it suddenly became available once GM was going to have to pay for a rental car.)

The car failed again January 20, 2015. It was towed to Ideal Buick and it is still there as of the date of this letter. I was told that it needed a shifter assembly and that GM would fix it for free. The bad news is I was told the part is on a national backorder with no idea when it will be available.

I have been paying \$133.00 per week for an 18 year old Honda rent-a-wreck to commute to work. I have been told GM will not pay for a car rental. At this rate I could be making a car payment on a really nice car.

I would like a response to my questions:

1. Why is this part on a lengthy backorder when GM knew it was a problem subject to recall/repair or the so-called "secret warranty"?
2. When will this part become available?
3. Is there an alternative to fixing my car or the parts needed to fix it? i.e, does the part have to come from a GM factory? Is there an alternative source for the part?
3. Will GM contribute to or pay for the car rental?

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The amount of time this is taking is unconscionable. I am paying insurance on a car that I can not drive. I am driving an old uncomfortable rental that I really can not afford. What is GM going to do for me? I must say that this Pontiac is the last GM car I will ever buy.

I await your prompt response.

Very Truly Yours,

[REDACTED]

cc: NHTSB
Daniel Ammann, President
Theodore Solso, Chairman of the Board

To forget one's ancestors is to be a brook without a source, a tree without a root. Chinese Proverb

[REDACTED]

