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

From: [redacted]
To: Hershman, Larry (NHTSA)
Subject: Fwd: Concerns RE: Safety Issues and Possible Remedy Failure
Date: Wednesday, April 08, 2015 5:45:23 PM

---------- Forwarded message ----------
From: [redacted]
Date: Thu, Mar 19, 2015 at 9:11 AM
Subject: Re: Concerns RE: Safety Issues and Possible Remedy Failure
To: Jennifer.Timian@dot.gov

Thank you for your response. Just to add I have done some further research once my car was fixed again and returned yesterday and I have gathered some pictures Re: the recall (12106) and as you will be able to see there is a obvious difference is the old and new parts. It looks to me the recall was not effective. The pictures are labeled for the old and new parts and it is obvious in the pictures the so called "retainer" that was applied to prevent the breakage has broken also. If you could add this in that would be great.

Thank you,
[redacted]

On Thu, Mar 19, 2015 at 8:44 AM, <Jennifer.Timian@dot.gov> wrote:
Good morning [redacted]
Thank you for your information. I did find your complaint on our system and that is the best way to notify us of any post-recall concerns and additional potential safety issues. I have forwarded this email to those within the agency responsible for reviewing complaints and other field information about potential defects. We may or may not be back in touch with you. But even if we are not, rest assured that we have your information and will carefully review it together with any other information we have and proceed accordingly and as necessary.

Jennifer Timian
Chief, Recall Management Division
NHTSA

From: [redacted]
Sent: Wednesday, March 18, 2015 4:15 PM
To: Timian, Jennifer (NHTSA)
Subject: Concerns RE: Safety Issues and Possible Remedy Failure

Good afternoon,
I am sending you this email today regarding some safety concerns I want to let be known. I was given your email address by Mr. Michael Pyne with the Office of crash avoidance standards who advised me to send you an email. I have already submitted my complaints and the safety gov website also. I actually have two separate issues to address, I will begin with listing my personal information and vehicle information.
My Name: [redacted]
Contact Phone: [redacted]
Email: [redacted]

Vehicle Make, Model, Year: 2010 Pontiac G6 Flex Fuel (4-speed automatic)
VIN: 1G2ZA5E01A4[redacted]
Issue #1

Recently I have had an issue with a current recall. I will explain my situation in story form. In 2013 I received a letter in the mail for a recall that was issued on my car. The recall # is : 12106

I had the recall serviced when I brought my vehicle into the dealership for some other electrical problems I was having. They apparently repaired the recall by placing a "retainer" on the transmission shifter cable which is the part that had the problems. Recently last week I was driving home from work, while pulling into my apartment complex driveway my car suddenly shut down. The steering, engine, and brakes all became impaired. I suddenly hit the brakes and put my car in PARK. The vehicle was not able to be restarted or driven any further which left me in the middle of the apartment driving roadways. After I put my car in PARK I exited the vehicle to examine the problem as my car started to roll away. I then ran after the car to try and prevent it from crashing into other parked cars and other surrounding objects. Even though I did not come of any major injuries there was still injuries that occurred. My car hit the side of a wall leaving scratches. My foot was ran over and I accumulated many bruises an injuries from the incident. Thankful no one or nothing was seriously injured but my concern is why would something like this happen if the recall was already fixed. I read up on the recall (12106) and it states that something like this could happen and the recall fix is suppose to be the solution. I then contacted the dealership that my car was serviced at with my story. They told me that they were not responsible because they already fixed the recall by installing the retainer and I needed to take this up with GM. After calling GM and starting a case, they also told me they don't have to fix this because they already did it once and I would have to pay for the repairs. It seems to me like whatever method they are using to fix this recall is only temporary or is not working because the same problem should not have happen if the recall was performed especially this soon. Other thoughts may be there could be other parts of the cable that need attention or have defects. After paying to have the car fixed I am still quite unhappy with this occurrence. Obviously unless I deal with this on a legal level there is really nothing I can do. I strongly feel that the recall fix was not a correct fix and this is why this still happen to my car. I have kept all my records and receipts, I've also I kept the old cable part that was "fixed" just incase it may be some valid proof if ever needed. If this was to happen on major roadway there could have been major injuries to myself or others. I just wanted to submit my experiences with you incase they could be of some valuable use. I had read up on this happening to other people also.

My second issue sort of interacts with the first.

Issue #2

The day I had the recall serviced I brought in my vehicle for some other issues is was having. One day while driving my car suddenly jerked and accelerated at higher speeds than I had applied to the gas pedal. This also made my steering become very stiff and after the jerking my car would go into a "limp like mode" and no matter how hard I pushed down on the gas pedal my car would not travel faster than 5mph. This happen several times. Sometimes I was able to restart the vehicle and the problem went away but other times it did not. My dash board also had the engine light lit up and said the words "SERVICE ETC" and " LOW TRACTION" .This happening occurred in 2013 separate from the other which was just recent. That's when I brought my car into the GM dealership to have that part looked at and that is also when they "fixed the recall". They changed out numerous parts that did not need to be changed that I paid for and the problem was still not fixed. I took my car to another GM dealership near by and they seemed to be able to find the problem. They said it was my electrical sensor and they changed it out which I also paid for. I have also read up on something like this happening to others in the Docket No. NHTSA-2012-0038 (Accelerator Control Systems) and this is why I contacted Mr. Pyne with some questions. At the time the

car was only about a year old or two and I was not seeing why there was already major issues like this happening. I am not aware of any recalls on this yet but it seems this could have also been a defect that should be a recall.
Maybe this could be some help to any ongoing investigations. As of now I am almost scared to drive my vehicle and will not ever be purchasing another vehicle from GMC! Hopefully I will get some justice in the future.
Thank you for your time,

[redacted]

--

Thanks,

[redacted]

TITLE TRANSFER

You warrant and represent that none of the title or ownership documents presented by you, including, but not limited to, the certificate of title, odometer disclosure statements, vehicle registration, and/or power of attorney, are altered, forged, fraudulent, obtained by unlawful or fraudulent means, and/or falsified in any way. You warrant and represent that all statements, disclosures, representations, and warranties you have provided us herein and as shown on the Appraisal Offer form and the instruments used to transfer title, are true, correct, and complete. In the event any of the information provided is incorrect, incomplete, false, and/or fraudulent or if the information on the certificate of title or title history is different from the warranties and representations provided, you will be deemed to have breached this Agreement. Our ability to secure a marketable certificate of title for the Vehicle is a condition subsequent to this Agreement. If, for any reason, we are unable to secure a marketable certificate of title, you will be deemed to have breached this Agreement. You agree to cooperate with CarMax in the completion and execution of any and all documents required to transfer title under applicable state law, including but not limited to, execution of title documents or instruments to transfer title, odometer disclosure statements, and damage disclosure statements. Your refusal to cooperate will be considered a breach of this Agreement.

You warrant and represent that, unless indicated on the Appraisal Offer, the Certificate of Title for this Vehicle is not now nor has ever been branded "Salvage," nor is it a recovered theft vehicle or purchased with stolen funds. A Salvage vehicle is defined as a vehicle (1) acquired by an insurance company as part of the claims process, (2) damaged as a result of collision, fire, flood, or an other occurrence to such an extent that its cost of repair would exceed its actual cash value. You warrant and represent that, except as noted on the Appraisal Offer, the Vehicle has not been rebuilt or reconstructed, has not suffered frame damage or flood damage, has never had its speedometer or odometer broken or replaced, and has not been subject to a manufacturer's repurchase or Lemon Law repurchase. You represent and warrant that, other than noted on the Appraisal Offer form, the Vehicle has no known accident or body damage and is free from mechanical problems. You represent and warrant that there are no outstanding manufacturer's recalls for the Vehicle and that, to the best of your knowledge, the Vehicle's air bags (if provided as indicated on the dash, steering wheel, seats, and/or pillars) are in good working order and have never deployed. You represent and warrant that the Vehicle is legally present in the United States and if the Vehicle was manufactured for use outside the United States, it was imported in compliance with all U.S. Customs and Border Protection laws and regulations.

You warrant and represent that there are no unpaid parking tickets, unpaid taxes, and/or other unpaid municipal or government fees and/or fines associated with the Vehicle and that you are responsible for the payment of such if they exist. You agree to indemnify and hold CarMax harmless for any and all liability for such tickets, taxes, fees, and fines.

BREACH AND LIABILITY

Any breach of this Agreement, including but not limited to, any untrue, false, fraudulent, incomplete, incorrect, or misleading representation or warranty made by you in this Agreement, may, at CarMax's option, result in the cancellation of this Agreement. CarMax reserves the right to cancel the sale at its sole option for any reason. If we cancel this sale, any draft tendered to you (or trade-in credit given) for the Vehicle may be voided at our sole discretion without notice to you and you will immediately return any voucher, monies, or trade-in credit given in a manner and time prescribed by CarMax. If the sale is cancelled following our payoff of the liens in Line 2, you are responsible for refunding that amount to CarMax. If you applied the proceeds from this sale to the purchase of another vehicle from CarMax and this sale in cancelled, you shall be solely liable for the effected portion of your down payment or trade-in credit for that other vehicle. Should (1) any statement, disclosure, representation, warranty, or any part hereof, prove to be untrue, false, fraudulent, incomplete, incorrect, or misleading, or (2) you breach this Agreement, or (3) there occurs a violation of any applicable federal, state, or local law, regulation, or ordinance attributable to any act or omission by you in connection with the sale of the Vehicle, any of which causes us directly or indirectly to incur any liability whatsoever, you hereby agree to indemnify, defend us, and hold us harmless from and against such liability, cost, damage, claim, fine, cause(s) of action, penalty (including reasonable attorney's fees), whether at law or in equity, known or unknown.

MISCELLANEOUS STATE-SPECIFIC REQUIREMENTS

North Carolina Sellers attest to signing the NC Damage Disclosure Statement, which is incorporated by reference. **Georgia, Kentucky, and Texas Sellers**: You agree that you are responsible for all unpaid ad valorem taxes assessed against the Vehicle and you agree to indemnify and hold us harmless from any and all liability for such taxes. **California Sellers**: If you purchase another vehicle concurrently with your sale of this Vehicle to CarMax and exercise your rights under a Vehicle Contract Cancellation Option Agreement, then this Agreement is subject to cancellation under the conditions provided in the Vehicle Contract Cancellation Option Agreement. See the Vehicle Contract Option Agreement for full details.

The law of the state in which this Agreement was signed shall apply to the execution, construction, and performance of this Agreement. You agree to submit to personal jurisdiction in the state and locality where this Agreement was signed. No waiver of this Agreement shall be effective nor breach excused unless in writing and signed by all parties. Except as otherwise noted, this is the entire Agreement between the parties with respect to the Vehicle.

AUTHORIZATION TO COPY DRIVER'S LICENSE

In an effort to combat fraud and prevent identity theft, CarMax reviews and maintains copies of its customers' driver's licenses. By executing this document, you consent to CarMax making and retaining a copy of your driver's license by photocopier, electronic scanner, or otherwise.

You acknowledge receiving and reading entirely, prior to signing below, this Agreement and the Appraisal Offer, which is incorporated by reference. By executing this document, you represent that you intend to be bound by this Agreement.

SELL[redacted]

[redacted] 03/25/2015

Seller Date

Seller's Signature Date

PURCHASER [redacted] CarMax as Agent

[redacted]

Purchaser's Signature [redacted] 03/25/2015

Date

[redacted]

Purchaser's Name

DMS Tracking # 4897525 Reprint #: 0

[redacted]

CARMAX®

Vehicle Purchase Agreement

Seller's Name

[redacted]

Seller's Address

[redacted]

CYPRESS, TX [redacted]

Seller's Name

Seller's Address

Purchaser's Store Name / Location

CarMax Auto Superstores, Inc.

Purchaser's Address

[redacted]

HOUSTON, TX [redacted]

(1) Appraisal Offer	$ 3,000.00
(2) Discharge of Lien to: Lienholder Account No. Address (Street) (City/State/Zip) Phone	$ .00 Estimated Payoff
(3) ESP Cancellation	$ .00 ESP Cancellation Amount
(4) Amount Due to Seller (if 2- 3) is less than (1)).	$ 3,000.00 Positive Equity
(5) Amount Due to Purchaser (if 2-3) is greater than (1)).	$ .00 Negative Equity

VEHICLE YOU ARE SELLING (THE "VEHICLE")

Year 2010 Make PONTIAC Model G6

VIN 1G2ZA5E01A4[redacted] Mileage 129,171

By executing this Vehicle Purchase Agreement (the "Agreement"), you sell, transfer, and convey all rights, title, and interest in and to the Vehicle to CarMax, its successors and assigns, and CarMax accepts all such rights, title, and interest in and to the Vehicle. You warrant and represent that (a) you are the sole legal and record owner of the Vehicle and that, except as identified in Line (2) above, no other party has any interest or claim of interest in or to the Vehicle, (b) the Vehicle is free from all security interests, liens, charges, claim of ownership, and encumbrances and (c) that you have the right to sell the Vehicle outright or upon payoff of the Lienholder(s) shown in Line 2 the Vehicle will be free from all liens. **The sale of the Vehicle to CarMax is a final sale and is not connected in any way to a purchase of another vehicle by you from CarMax.**

MILEAGE DISCLOSURE

You warrant and represent that the mileage identified above and on the instruments to transfer title reflects the actual mileage of the Vehicle unless one of the following statements is checked:

___ *Reflects the amount of mileage in excess of mechanical limits* ___ *Is NOT actual mileage (odometer discrepancy).*

LIENHOLDER INFORMATION

You accept CarMax's offer to purchase the Vehicle for the amount specified in Line (1) above, which is equal to the offer amount on the Appraisal Offer form previously provided to you and incorporated by reference. If there is/are lienholder(s) for the Vehicle, CarMax will pay the amount of the liens obtained from the lienholder(s) on your behalf, as reflected in Line (2) ("Estimated Payoff"). You authorize CarMax to contact the lienholder(s) to obtain whatever information is necessary to pay off the liens and transfer title and you give the lienholder(s) authorization to release this information to CarMax. The Estimated Payoff may be greater or less than the amount that is actually due to the lienholder(s) to transfer title ("Actual Payoff"). You agree to pay CarMax the difference between the Total Estimated Payoff and the Actual Payoff plus any additional costs incurred by CarMax, upon demand. In order for you to transfer a marketable certificate of title, all liens on the Vehicle must be paid. If the Actual Payoff is less than the Total Estimated Payoff, you will receive a refund of the difference from your lienholder. If you purchased another vehicle from CarMax and financed the other vehicle with CarMax and your refund is $200 or more, CarMax will send the refund to the lienholder that purchased your retail installment contract.

CarMax will pay you the amount specified in Line 4 (if any) in one of two ways. CarMax may issue you a bank draft for the amount specified in Line 4, which must be deposited and may be held by your bank. If you are purchasing another vehicle from CarMax at the time you are selling this Vehicle, you may have the amount specified in Line 4 applied to the purchase of that Vehicle either as a "trade-in credit" or "down payment."

You agree that if the amount shown in Line 2 minus Line 3 is greater than Line 1, you will pay CarMax the difference shown in cash or certified funds, as reflected in Line 5 ("Negative Equity"), which may increase in the event the Total Estimated Payoff is less than the Actual Payoff. If you are purchasing another vehicle from CarMax, the entity financing that transaction may agree to finance the Negative Equity and will pay CarMax the Negative Equity on your behalf. If you purchase another vehicle from CarMax and subsequently return the vehicle, you agree to repay CarMax the entire amount of the Negative Equity in cash or other certified funds at or before return.



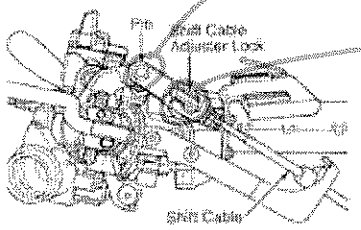
FUELS

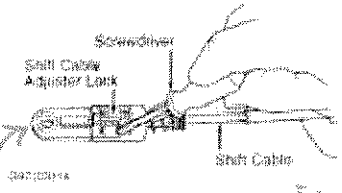




Part that broke/came off

Recall part that was cracked





Circle like peice that broke came off

safercar.gov

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10695097**.

Your Complaint will be available within 72 hours at http://www-odi.nhtsa.dot.gov/complaints/ .

An acknowledgement was sent to [redacted]

1. Vehicle Information

Vehicle Identification Number (VIN): 1G2ZA5E01A[redacted]
Make / Model / Year: PONTIAC G6 2010

2. Incident Information

Approximate Incident Date: 03/10/2015
Vehicle mileage at time of incident: 120,000
Vehicle speed at time of incident: 10 (mph)
Affected Parts: Speed Control, Brakes, Steering

Fire: No
Crash: Yes
Injury or Fatality: Yes
Deaths: 0
Persons Injured: 0
Medical Attention: No

Tell us what happended:
I am the owner of a 2010 Pontiac G6 with a 4-speed automatic. My car was serviced for a recall in for the transmission shifter cable. To cure the fix the recall(12106) called for a retainer to be added to the cable to prevent the breakage from occurring. Recently not even two years later as I was pulling into my apartment complex driveway the shifter cable broke causing the my steering and drivability to be impaired. I was able to apply the brakes, but I could not drive the vehicle any further. I put the car in PARK and exited my vehicle to check out the problem as my car started to roll away. I ran to catch the car trying to prevent my car from running into another car, pedestrians and a nearby items. I was injured in the process. The injuries were not life threating, but they consisted of bruising, back injuries and my foot being ran over. My car also has scrapes. If the recall was supposedly fixed then the cable should not have broken that soon or at all putting the car is that state of danger. I contacted the dealership and they said there was nothing they could do. Something is not right here, if they repaired the recall correctly and it was a efficient method this should not of still happen. The fix they did is either only a temporary fix and/ or the method they are using is not effective. Also a possibly there might be other parts of the cable that are defected. GM was very incompliant and did not care to examine or see this matter any further, but if this has happen to me it could also be a serious issue with others still. I had to pay a large amount of money to have the car fixed, but this defect and solution are obviously still not working because this is not a normal breakage for any vehicle.

3. Personal Information

Name: [redacted]
Email: [redacted]
Daytime Phone [redacted]
Evening Phone [redacted]
Address1: [redacted]
Address2:
City, State, Zip: Cypress, TX [redacted]

Email or Phone Password Log In
Sign Up
Keep me logged in Forgot your password?
English (US) · Privacy · Terms · Cookies · Advertising
More
Facebook © 2015

Drive Radio
October 11, 2014

SUMMARY:
General Motors LLC (GM) is recalling certain model year 2011-2013 Chevrolet Caprice vehicles manufactured March 24, 2011, to December 6, 2013. The affected vehicles are Police Patrol Vehicles (PPV), equipped with a specific transmission selector lever that contains two pins that can become displaced. If the pins get displaced, the driver may be able to shift the vehicle from "Park" without depressing the brake pedal or remove the ignition key without the transmission being in "Park." As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standards No. 102, "Transmission Shift Position Sequence, Starter Interlock, And Transmission Braking Effect", and No. 114, "Theft Protection And Rollaway Prevention."

CONSEQUENCE:
If the transmission can be moved from "Park" without depressing the brake pedal, unintended motion may occur increasing the risk of a crash. Additionally, if the ignition key can be removed without the transmission being in "Park," the vehicle may roll away, increasing the risk of injury to exiting occupants and bystanders.

REMEDY:
GM will notify owners, and dealers will replace the shift lever roll pin, replace the base pivot pin and attach a Brake Transmission Shift Interlock retention enhancement clip, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Chevrolet customer service at 1-800-222-1020. GM's number for this recall is 14549.

www-odi.nhtsa.dot.gov

Do You Have a Safety Problem or Complaint? File a Complaint Now Search for all Recalls, Complaints & Investigations Recalls Look-up by VIN (Vehicle Identification Number) Recalls FAQ Receive Updates for Latest Recalls Sign-up for Email Alerts Subscribe

WWW-ODI.NHTSA.DOT.GOV

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*This is not including my car but it is something I read that I felt is exactly what happen to me.

safercar.gov

another read I feel may be related

ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
1	N/A	N/A	N/A

RECALL Subject : Transmission On Police Vehicles/FMVSS 102, 114

Report Receipt Date: SEP 09, 2014
NHTSA Campaign Number: 14V544000
Component(s): POWER TRAIN
Potential Number of Units Affected: 7,598

All Products Associated with this Recall

Details **9 Associated Documents**

Manufacturer: General Motors LLC

SUMMARY:
General Motors LLC (GM) is recalling certain model year 2011-2013 Chevrolet Caprice vehicles manufactured March 24, 2011, to December 6, 2013. The affected vehicles are Police Patrol Vehicles (PPV), equipped with a specific transmission selector lever that contains two pins that can become displaced. If the pins get displaced, the driver may be able to shift the vehicle from "Park" without depressing the brake pedal or remove the ignition key without the transmission being in "Park." As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standards No. 102, "Transmission Shift Position Sequence, Starter Interlock, And Transmission Braking Effect", and No. 114, "Theft Protection And Rollaway Prevention."

CONSEQUENCE:
If the transmission can be moved from "Park" without depressing the brake pedal, unintended motion may occur increasing the risk of a crash. Additionally, if the ignition key can be removed without the transmission being in "Park," the vehicle may roll away, increasing the risk of injury to exiting occupants and bystanders.

REMEDY:
GM will notify owners, and dealers will replace the shift lever roll pin, replace the base pivot pin and attach a Brake Transmission Shift Interlock retention enhancement clip, free of charge. The recall began on October 27, 2014. Owners may contact Chevrolet customer service at 1-800-222-1020. GM's number for this recall is 14549.

NOTES:
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Name	Description	Size(KB)
RCAK-14V544-5354.pdf	Recall Acknowledgement	50
RCDNN-14V544-7830.pdf	Noncompliance Notice(Part 573)/FMVSS 102, 114	26
RCMN-14V544-1671.pdf	Manufacturer Notices(to Dealers,etc)	66
RCMN-14V544-5673.pdf	Manufacturer Notices(to Dealers,etc)	65
RCMN-14V544-6588.pdf	Manufacturer Notices(to Dealers,etc)	69
RCONL-14V544-6689.pdf	Issued Owner Notification Letter(Part 577)	162
RCRIT-14V544-1172.pdf	Remedy Instructions and TSB	1971
RCRIT-14V544-8113.pdf	Remedy Instructions and TSB	1971
RCRIT-14V544-8707.pdf	Remedy Instructions and TSB	1970

14V-224
(4 pages)
Expanded Population

RECEIVED
By Recall Management Division at 4:40 pm, May 22, 2014

May 22, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Re: NHTSA Notification Campaign No. 14V-224

Dear Ms. Lewis:

This letter supersedes General Motors' letter of May 13, 2014, and is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for 2007 and some 2008 model year (MY) Saturn AURA vehicles. General Motors is expanding this recall to include 2004 – 2008 MY Chevrolet Malibu (GMX380) and 2005 – 2008 MY Pontiac G6 with 4-speed transmissions (MN5); except for vehicles already repaired under safety recall 12106 12V-460 with labor code V2671 or V2672. Specifically, the information submitted pursuant to 49 CFR 573.6(c)(1), 573.6(c)(2)(3)(4), 573.6(c)(6) and 573.6(c)(8) below supersedes information included in General Motors' letter of May 13, 2014.

573.6(c)(1): General Motors Company; Chevrolet, Pontiac and Saturn Brands

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in 2004 – 2008 MY Chevrolet Malibu (GMX380) and 2005 – 2008 MY Pontiac G6 with 4-speed transmissions (MN5); except for vehicles already repaired under safety recall 12106 12V-460 with labor code V2671 or V2672 and 2007 and some 2008 MY Saturn AURA vehicles equipped with a 4-speed automatic transmission (ME7/MN5). These vehicles have a condition in which the transmission shift cable may fracture at any time. When the fracture occurs, the driver may not be able to select a different gear or place the transmission in park. If the driver cannot place the vehicle in park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

573.6(c)(6): As permitted by the provisions of 49 C.F.R. 573.6(b), and pursuant to the requirements of 49 C.F.R. 573.6(c)(6), General Motors now submits the chronology of principal events that were the basis for the determination that the defect related to motor vehicle safety.

On May 20, 2011, NHTSA sent an opening resume to notify GM that it had opened an investigation into 2007 model year (MY) Saturn Aura vehicles related to alleged failure of the transmission shift cable resulting in unintended movement of the vehicle. On July 7, 2011, NHTSA opened preliminary evaluation PE11-021.

GM provided responses to PE11-021 on August 19, 2011, August 26, 2011, and September 2, 2011. GM found a cable failure mode in which a tear to the conduit jacket could allow moisture to corrode the interior steel wires, resulting in degradation of shift cable performance, and eventually, a possible shift cable failure.

The summary of findings was presented to the Field Performance Evaluation Review Committee on October 21, 2011, and on November 16, 2011, the Executive Field Action Decision Committee decided to conduct a special coverage field action for the 2007-2008 MY Saturn Aura vehicles equipped with 4 speed transmissions and built with Leggett & Platt shift cables. Leggett & Platt shift cables were used in production of vehicles through approximately October 31, 2007. Kongsberg Automotive became the production supplier of shift cables beginning about November 1, 2007.

During the PE investigation, GM informed the NHTSA that the same or similar Leggett & Platt cables were used on certain Saturn Aura vehicles, Pontiac G6 and Chevrolet Malibu (GMX380) vehicles. On March 15, 2012, NHTSA sent an Engineering Assessment (EA11-015) request to investigate allegations of failure of the transmission shift cable on certain 2007-2008 MY Saturn Aura, Pontiac G6 and Chevrolet Malibu vehicles. GM provided a response to this EA on May 4, 2012.

During the investigation in response to EA11-015 regarding the MY 2007-2008 Saturn Aura vehicles, 2007-2008 MY Pontiac G6 and 2007-2008 MY Chevrolet Malibu vehicles, GM noticed elevated warranty rates in vehicles built with Kongsberg shift cables. On these vehicles, the tabs on the transmission shift cable end may fracture and separate without warning, resulting in failure of the transmission shift cable and possible unintended vehicle movement.

The issue was presented to the Field Performance Evaluation Review Committee on September 7, 2012, and on September 13, 2012, the Executive Field Action Decision Committee decided to conduct a safety recall.

The safety recall included all 2008-2010 MY Saturn Aura, Pontiac G6 and Chevrolet Malibu (GMX386 style only) vehicles with 4-speed transmissions (ME7 & MN5) built with Kongsberg shifter cables.

Also included in the safety recall were 2007-2008 MY Saturn Aura, and 2005-2007 MY Pontiac G6 vehicles equipped with 4 speed transmissions (ME7 & ME5) built with Leggett and Platt shift cables which may have been serviced with a Kongsberg cable.

On March 7, 2013, NHTSA sent a second Engineering Assessment to investigate allegations of failure of the transmission shift cable on all 2007-2008 MY Saturn Aura, Chevrolet Malibu (GMX 380 & 386 styles) and Pontiac G6 vehicles. GM provided responses on April 29, 2013, and May 14, 2013.

*Another story even though Acura might be related.

In February 2014 and April 2014 GM conducted searches of the NHTSA Vehicle Owner Questionnaire (VOQ) database to update GM's information on complaints associated with the transmission shift cable failure on the subject vehicles.

In April 2014 GM also conducted a search for warranty claims and other GM records indicating shift cable failure on the subject vehicles. The data indicated that some vehicle owners were experiencing cable failures after 120,000 miles, outside of the special coverage limitations for the Saturn Aura. The data also indicated some Saturn Aura owners may have been unaware of the special coverage on shift cables for their vehicles. On April 11, 2014, GM and NHTSA had a conference call to discuss the Saturn Aura shift cable failures.

The data update was presented to the Field Performance Evaluation Review Committee on April 21, 2014, and on April 22, 2014, the Executive Field Action Decision Committee decided to conduct a safety recall of the Saturn Aura with 4-speed transmissions (ME7/MN5).

From April 22, 2014, to May 9, 2014, GM continued to study the data for the Malibu GMX380 and the G6 4-speed transmission vehicles. The data appeared to indicate the same cable failure mode found with the Saturn Aura 4-speed transmission, although the failure rate is much lower.

The Malibu GMX380 and the G6 4-speed transmission data analysis was presented to the Field Performance Evaluation Review Committee on May 12, 2014, and on May 19, 2014, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect the shift cable assembly, and install a shift cable clamshell, or replace the shift cable with a new cable kit and new bracket if necessary.

General Motors will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11, GM will provide reimbursement to owners according to the plan submitted on May 23, 2013.

573.6(c)(10): General Motors will provide the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14152.

Sincerely,

Brian Latouf, Director
Field Product Investigations & Evaluations

Attachment

safercar.gov

ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
1	N/A	N/A	N/A

RECALL Subject : Transmission Shift Cable may Fracture/Rollaway , 1 INVESTIGATION(S)

Report Receipt Date: APR 30, 2014
NHTSA Campaign Number: 14V224000
Component(s): POWER TRAIN
Potential Number of Units Affected: 1,131,113

All Products Associated with this Recall

Details **20 Associated Documents**

Manufacturer: General Motors LLC

SUMMARY:
General Motors LLC (GM) notified the agency on April 29, 2014, that they are recalling 56,214 model year 2007 and 2008 Saturn Aura vehicles. On May 22, 2014, GM increased the recall to include an additional 1,074,899 model year 2004-2008 Chevrolet Malibu vehicles manufactured from May 16, 2003, through October 5, 2007, model year 2004-2007 Malibu Maxx vehicles manufactured from June 25, 2003, through April 5, 2007, and model year 2005-2008 Pontiac G6 vehicles manufactured from May 26, 2004, through September 28, 2007, and equipped with 4-speed transmissions. The total number vehicles being recalled is now 1,131,113.

CONSEQUENCE:
If the transmission shift cable fractures while the vehicle is being driven, the transmission gear selection may not match the indicated gear and the vehicle may move in an unintended or unexpected direction, increasing the risk of a crash. Furthermore, when the driver goes to stop and park the vehicle, despite selecting the 'PARK' position, the transmission may not be in 'PARK.' If the vehicle is not in the "PARK" position there is a risk the vehicle will roll away as the driver and other occupants exit the vehicle or anytime thereafter. A vehicle rollaway increases the risk of injury to exiting occupants and bystanders.

REMEDY:
GM will notify owners, and GM dealers will replace the shift cable assembly and mounting bracket, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact General Motors at 1-800-553-6000. GM's number for this recall is 14152.

NOTES:
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

1 Associated Investigation(s)

NHTSA Action Number: EA11015 Transmission Shift Cable Failure

SUMMARY:
On April 29, 2014, GM submitted a Part 573 defect information report initiating Safety Recall 14V-224 to remedy the subject vehicles equipped with four speed automatic transmissions manufactured before October 31, 2007. On May 22, 2014 GM expanded 14V-224 to include MY 2004-2008 Chevrolet Malibu/Malibu Maxx and MY 2005 - 2008 Pontiac G6 (total recall population 1,131,113). GM will install a replacement shift cable assembly to remedy the affected vehicles. The subject shift cable's protective outer conduit (jacket) deteriorates with time and use. Jacket deterioration could lead to a tear of the conduit material which allows moisture to reach the lay wires, potentially causing them to corrode and weaken. The lay wires provide support to the inner core wire that performs the shift detent actuation of the transmission. Without sufficient lay wire support, the shifter position inside the vehicle and the actual transmission gear selection may not align. A complete loss of shift function can occur when the core wire fractures and fails fully. The failure data supports that the problem affects subject vehicles equipped with four-speed automatic transmissions. Aura vehicles manufactured with other transmission types use a different shift cable assembly, as do four speed equipped Aura's manufactured after October 31, 2007. Transmission shift cable failure can cause multiple shift function failure modes. One involves an engine no-start condition where the gear shifter is in the park position but the transmission is actually in drive or reverse gear (engine starting is inhibited in this circumstance). A second involves non-powered vehicle movement where the driver turns the engine off and moves the shifter to park but the transmission fails to engage the park gear; the vehicle may roll away if the driver exits without setting the park brake. A third involves powered vehicle movements, where the driver moves the gearshift but the transmission fails to engage the intended gear, and the engine remains running. For instance the driver can shift to park but the transmission may remain in drive or reverse, resulting in vehicle movement when the driver does not expect it. Another failure involves the driver shifting to reverse but the transmission remains in drive, resulting in the vehicle moving in a direction opposite to that the driver intended. Another failure mode results in complete loss of shifting. Both NHTSA and GM have received complaints alleging one or more of these failure scenarios, and in some cases consumers report experiencing multiple problems over the course of several drive cycles. In one incident, the vehicle unexpectedly moved forward after the driver placed the gear selector in park resulting in the vehicle striking a fixed object (porch railing). Among the crashes identified above, nine involved property damage and two involved minor injuries when the vehicles rolled and struck the driver as they exited the vehicle. The recall action initiated by the manufacturer appears to address the safety risks of concern to ODI. Accordingly, the investigation is closed. The VOQs cited above can be viewed at www-odi.nhtsa.dot.gov/owners/SearchNHTSAID under the following identification numbers: 10274914, 10404010, 10432953, 10446285, 10458417, 10495979, 10547333, 10354195 , 10404496, 10435560, 10447211,

safercar.gov

ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
1	N/A	N/A	N/A

RECALL Subject : Transmission Shift Cable may Fracture/Rollaway , 1 INVESTIGATION(S)

Report Receipt Date: APR 30, 2014
NHTSA Campaign Number: 14V224000
Component(s): POWER TRAIN
Potential Number of Units Affected: 1,131,113

All Products Associated with this Recall

20 Associated Documents

Details

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NOTES:
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

1 Associated Investigation(s)

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

ALL-STAR BUICK-GMC TRUCK, Inc.

1180 E. Napoleon P.O. Box 2299
Telephone (337) 527-6391
SULPHUR, LOUISIANA 70664-2299

CUSTOMER NO [redacted]

[redacted]
LAKE CHARLES, LA [redacted]

SERVICE	SALES NO	INVOICE DATE	STOCK NO
JEAN HEBERT	9280	162 04/29/13	[redacted]

YEAR/MAKE/MODEL	MILEAGE	COLOR
10/PONTIAC/G6/4DR SDN	87,275	WHITE/

VEHICLE ID NO: 1G2ZA5E01A4[redacted]

DELIVERY DATE	PROMISED DATE
04/29/13	

[redacted]

MO: 87275

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME PARTS WARRANTY. GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ANY PART LISTED AS NON-GM IS NOT SUPPLIED, MARKET OR WARRANTED BY GENERAL MOTORS.

ALL STAR BUICK GMC TRUCK WILL WARRANTY ALL BODY AND PAINT REFINISH REPAIRS FOR 12 MONTHS OR 12000 MILES ON REPAIRED VEHICLES.

YOU ARE BEING ASSESSED THIS CHARGE FOR MISCELLANEOUS MATERIALS WHETHER OR NOT SOME OR ALL OF THE MATERIALS WERE USED IN CONNECTION WITH YOUR REPAIR ORDER.

TOTAL LABOR....	91.00
TOTAL PARTS....	61.20
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.08
TOTAL INVOICE $	**166.28**

CHARGE ---- CASH --- CHECK ---VISA ----M/C ----AX

CUSTOMER SIGNATURE

ALL-STAR BUICK-GMC TRUCK, Inc. DISCLAIMER OF WARRANTY: All warranties on these units are the manufacturer's. The seller, ALL-STAR BUICK-GMC TRUCK, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and ALL-STAR BUICK-GMC TRUCK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these units. This disclaimer by the seller ALL-STAR BUICK-GMC TRUCK, Inc. in no way affects the terms of the manufacturer's warranty.

THANK YOU

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 02:44pm

KARLY COMEAUX

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Available for our customers
Monday - Friday
7:30 AM - 5:00 PM

(337) 527-6391

Ask your Service Consultant for more details

Dealership Name
All Star Buick GMC Truck

R.O. / Invoice No.
PNCS193267

M16

Louisiana Automobile Dealer Association

[redacted]

2012 Dealer of the Year

KARLY COMEAUX

Our goal is to have you

"COMPLETELY SATISFIED"

If for any reason you were not "completely satisfied" with every aspect of your service visit, please contact me before you return the survey and I will personally make every effort to correct the situation.

JEAN HEBERT
(337) 527-6391

Dealership Name
All Star Buick GMC Truck

R.O. / Invoice No.
PNCS193267

SI 3-1

ALL-STAR BUICK-GMC TRUCK, Inc.

1180 E. Napoleon P.O. Box 2299
Telephone (337) 527-6391
SULPHUR, LOUISIANA 70664-2299

[redacted]

JEAN HEBERT 9280 162 04/29/13 [redacted]

87,275 WHITE/

10/PONTIAC/G6/4DR SDN

LAKE CHARLES, LA [redacted]

1 G 2 Z A 5 E 0 1 A 4 [redacted]

04/29/13

[redacted]

MO: 87275

LABOR & PARTS

J# 1 30PNZ-1 TRANSMISSION WORK TECH(S):5555 WARRANTY

CUSTOMER STATES, RECALL 12106---SHIFT LEVER IND.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19210732	CABLE KIT 4.047		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 50PNZ-2 ELECTRICAL BODY WORK TECH(S):5555 WARRANTY

CUSTOMER STATES, RECALL 10085---AIRBAG READINESS LIGHT
RESCH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 04PNZ-03 DRIVABLITY TECH(S):5555 91.00

CUSTOMER STATES, ENGINE LIGHT
ENGINE HAS A SKIP
REPLACED #1 SPARK PLUG & COIL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	12638824	*COIL 2.170	53.70	53.70
JOB # 3	1	12625058	SPARK PLU 2.270	7.50	7.50
			JOB # 3 TOTAL PARTS		61.20
			JOB # 3 TOTAL LABOR & PARTS		152.20

COMMENTS
EST ON REPAIRS

ALL-STAR BUICK-GMC TRUCK, Inc. DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The seller, ALL-STAR BUICK-GMC TRUCK, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and ALL-STAR BUICK-GMC TRUCK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, ALL-STAR BUICK-GMC TRUCK, Inc., in no way affects the terms of the manufacturer's warranty.

THANK YOU

MARTIN TRUCK CENTER

2948 HWY. 90 E. (BY PASS)
P.O. BOX 795
LAKE CHARLES, LOUISIANA 70615
www.Martinautomotive.com
Email: Martin@ntwo.net

GM QUALITY SERVICE/PARTS
GENERAL MOTORS PARTS DIVISION

PHONE
(337) 433-0506

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1-800-960-7126

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Any warranties on products sold are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes, nor authorizes any person to assume for it, any liability in connection with the sale of said product or service.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
03 MAY 13		06 MAY 13	06 MAY 13	[redacted]

SOLD TO

ACCOUNT NO. [redacted]

COMEAUX

SHIP TO

PAGE 1 OF 1

SHIP TO ADDRESS REQUIRED FOR DIRECT SHIP CUSTOMERS USE UDL,

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	43		**CASH SALES**	LAKE CHARLES, LA

QUANTITY ORD.	QUANTITY SHIP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1			12591290	SENSOR	63.68	55.29	55.29

7 AM-5:30 PM MON-FRI, CLOSED SAT/SUN
3 YR/50K MILE WARRANTY GM ENGINES/TRANS.
PRICE QUOTES GOOD FOR 30 DAYS ONLY!
24 HOUR CALLOUT AVAIL, CALL 337-433-0514
VISIT US AT WWW.MARTINAUTOMOTIVE.COM

CUSTOMER'S SIGNATURE
X

PARTS	55.29
SUBLET	
FREIGHT	0.00
SALES TAX	4.98
TOTAL	$60.27

PAYABLE IN FULL ON OR BEFORE THE 10TH OF THE MONTH FOLLOWING DATE OF PURCHASE. A SERVICE CHARGE OF 1.5% PER MONTH WILL BE APPLIED TO ALL BALANCES 30 DAYS OLD OR OLDER.
All Claims and Returned Goods must be accompanied by this bill. No exchange or refund on electrical or special order parts. No refunds after 10 days. Restocking charge will be made on returned goods. All returns must be in original packaging and good condition - per GMPD parts return policy.

k1pi1.100_1

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WestPoint

SERVICE CENTER

GMC

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16835 KATY FREEWAY • HOUSTON, TEXAS 77094
(281) 579-4300

CUSTOMER NO. [redacted]	ADVISOR DAVID DA SILVA 67156		TAG NO. 1420	INVOICE DATE 03/18/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 128,755	COLOR /	
	YEAR / MAKE / MODEL 10/PONTIAC/G6/4DR SDN			DELIVERY DATE	DELIVERY MILES
CYPRESS, TX [redacted]	VEHICLE I.D. NO. 1 G 2 Z A 5 E 0 1 A 4[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE 03/13/15	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

FOUN NAIL IN TIRE
BUT WAS NOT LOSING AIR

PARTS------QTY---FP-NUMBER--------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

TOTALS---

YOU MAY SOON BE RECEIVING A SERVICE SATISFACTION SURVEY FROM BUICK/GMC. OUR GOAL IS TO ENSURE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU HAVE RECEIVED. IF FOR ANY REASON YOU ARE NOT, AND CAN NOT MARK EACH QUESTION ON THE SURVEY "COMPLETELY SATISFIED". PLEASE, CONTACT YOUR SERVICE ADVISOR, OR THE SERVICE MANAGER, RICK WHEELER AT (281) 579-4300 EXT. 4325.
THANK YOU.

TOTAL LABOR....	300.00
TOTAL PARTS....	39.18
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX......	3.23
TOTAL INVOICE $	**342.41**

CUSTOMER SIGNATURE

NOTE: PARTS AND LABOR ON REPLACEMENT PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

TERMS: CASH/APPROVED CHECK/CREDIT CARD

[illegible]

X

DISCLAIMER OF WARRANTIES-Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REC'D. BY X

WestPoint
SERVICE CENTER

The Reynolds and Reynolds Company ERAINTINVE CC694106 Q (02/10)

 CUSTOMER COPY [END OF INVOICE] 09:32am

BUICK

West Point

GMC

SERVICE CENTER

"After The Sale, It's The Service That Counts"

16835 KATY FREEWAY • HOUSTON, TEXAS 77094

(281) 579-4300

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DAVID DA SILVA 67156	1420	03/18/15	[redacted]
[redacted] CYPRESS, TX [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 128,755 / COLOR: / STOCK NO.			
	YEAR / MAKE / MODEL: 10/PONTIAC/G6/4DR SDN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1G2ZA5E01A4[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 03/13/15	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS----------

JO# 1 09GCZ GEN AUTO TRANS HOURS: TECH(S):128659 300.00

CUSTOMER STATES THAT THE TRANS WONT SHIFT INTO GEAR.
128659 2.5 FOUND TRNSMISSION CABLE HOLDER AT TRANS/LEVER BROKEN.
REPLACE TRANSMISSION SHIFT CABLE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		23238001	CABLE KIT 4.047 Y	39.18	39.18	39.18
					JOB # 1 TOTAL PARTS		39.18
					JOB # 1 TOTAL LABOR & PARTS		339.18

JO# 2 05GCZ GEN ELECTRICAL HOURS: 1.50 TECH(S):128659 WARRANTY

RECAKK #10085
Airbag Readliness Light/Service Airbag Message
128659 1.5 V2252 RECALL.
REPLACE AIR BAG CONNECTORS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	2		19118426	CLIP 14.865 N			WARRANTY
JOB # 2	1		20968489	CONNECTOR 2.530 Y			WARRANTY
JOB # 2	1		12377900	LUBRICANT 8.800 N			WARRANTY
JOB # 2	1		12345382	ADHESIVE 8.800 (A)			WARRANTY
					JOB # 2 TOTAL PARTS		0.00
					JOB # 2 TOTAL LABOR & PARTS		0.00

JO# 3 06GCZ GENERAL BRAKES HOURS: 0.40 TECH(S):128659 WARRANTY

RECALL #13036
Product Safety - Brake Lamp Malfunction
128659 0.4 9100810 RECALL.
HARNESS CONNECTOR REPAIR.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1		11509086	STRAP 8.965 Y			WARRANTY
JOB # 3	1		15188763	RETAINER 4.634 Y			WARRANTY
JOB # 3	1		13596990	CLIP 2.559 Y			WARRANTY
JOB # 3	1		13596991	RETAINER 2.559 Y			WARRANTY
					JOB # 3 TOTAL PARTS		0.00
					JOB # 3 TOTAL LABOR & PARTS		0.00

JO# 4 01GCZINSP MULTI POINT HOURS: TECH(S):128659 0.00

MULTIPOINT INSPECTION
128659 SEE LIST PLEASE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
					JOB # 4 TOTAL PARTS		0.00
					JOB # 4 TOTAL LABOR & PARTS		0.00

JO# 5+04GCZWHEEL WHEEL/TIRE HOURS: 0.00 TECH(S):128432 INTERNAL

NAIL IN TIRE.
128432

NOTE: PARTS AND LABOR ON REPLACEMENT PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES (WHICHEVER OCCURS FIRST).

TERMS: CASH/APPROVED CHECK/CREDIT CARD

[illegible] PURSUANT TO CHAPTER 70 TEXAS PROPERTY CODE I AM THE OWNER OR AGENT ACTING ON BEHALF OF THE OWNER AND I AUTHORIZE YOU TO PERFORM THE REPAIRS AS THE MOTOR VEHICLE SUBJECT TO THE SERVICE CONTRACT. I UNDERSTAND THAT THE VALUE IS SUBJECT TO ADJUSTMENT IN ACCORDANCE WITH STATE TEXAS BUSINESS AND COMMERCE CODE. A WRITTEN ORDER FOR REPAIRS FOR A FEE OF 100 DOLLARS OR MORE IS REQUIRED UNLESS WAIVED BY THE OWNER. THE OWNER OR AGENT OF THE OWNER HAS AUTHORIZED THE AMOUNT OF REPAIRS AS SHOWN ON THIS WORK ORDER. I AUTHORIZE [illegible] TO DRIVE THE VEHICLE FOR THE PURPOSE OF DIAGNOSIS AND REPAIR.

X _____

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

READ BY X _____

West Point SERVICE CENTER

The Reynolds and Reynolds Company (BRAINTREE) CO694106 Q (02/10)











E 800

5506H

TX 77084

DOI 003

13

STG 003

06

Ø 19/44 mm

0,0

E 800

5506H

TX 77084

DOI 003

13

STG 003

06

Ø 19/44 mm

0,0





connector and the BAS and harness connector, and will relearn the brake pedal home position, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet), 1-800-762-2737 (Pontiac), 1-800-553-6000 (Saturn). GM's number for this recall is 13036.

Additional Info: Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA Source: http://www-odi.nhtsa.dot.gov/recalls/recallresults.cfm?start=1&SearchType=QuickSearch&rcl_ID=14V252000

2014-03-31 (Published by NHTSA on 2014-04-01)

Recall Summary: General Motors LLC (GM) is recalling certain model year 2004-2006 and 2008-2009 Chevrolet Malibu, 2004-2006 Malibu Maxx, 2009-2010 HHR (non-turbo), 2010 Cobalt, 2008-2009 Saturn Aura and 2004-2007 Ion, and 2005-2009 Pontiac G6. In the affected vehicles, there may be a sudden loss of electric power steering (EPS) assist that could occur at any time while driving.

Hazard: If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

Remedy: GM will notify owners, and dealers will perform one of four bulletins. Parts are not currently available. GM expects to send an interim notification around April 28, 2014. When parts are available, owners will be mailed a second letter to come in to have the applicable bulletin applied. Bulletin 14115 covers model year 2004-2007 Saturn Ion, 2009-2010 Chevrolet HHR and 2010 Chevrolet Cobalts. Dealers will replace the EPS motor. Bulletin 14116 covers model year 2004-2006 Chevrolet Malibu and Malibu Maxx, 2005-2006 Pontiac G6 and 2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from March 1, 2008, through June 27, 2008. Dealers will replace the torque sensor assembly. Bulletin 14117 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from February 1, 2008, through February 28, 2008. Dealers will replace the torque sensor assembly and EPS motor controller unit. Bulletin 14118 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from October 1, 2007, through January 31, 2008. Dealers will replace the EPS motor controller unit. Owners may contact Chevrolet at 1-800-630-2438, Saturn at 1-800-553-6000, and Pontiac at 1-800-620-7888. GM's number for this recall is N140115. Note: GM bulletin number 14119 will be implemented for model year 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and model year 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.

Additional Info: Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA Source: http://www-odi.nhtsa.dot.gov/recalls/recallresults.cfm?start=1&SearchType=QuickSearch&rcl_ID=14V153000

2012-09-19 (Published by NHTSA on 2012-09-19)

Recall Summary: General Motors (GM) is recalling certain model year 2007-2010 Saturn Aura and model year 2008-2010 Chevrolet Malibu and Pontiac G6 vehicles, equipped with a 4-speed automatic transmission. On these vehicles, the tabs on the transmission shift cable end may fracture and separate.

Hazard: If the tabs were to fracture and separate, the shift lever and the actual position of the transmission gear may not match. The driver would be able to move the shifter to 'PARK' and remove the ignition key, but the transmission gear may not be in 'PARK.' The vehicle may not be able to be restarted and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

Remedy: GM will notify owners, and dealers will install a retainer over the cable end or replace the shift cable as necessary. This service will be performed free of charge. Notification to owners began on on November 9, 2012. Owners were instructed to not bring their vehicles for repair until January 2013. Owners may contact General Motors at 1-800-521-7300.

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She Is Over 50
Controversial Video Shocks Society...
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OLD part 12477639

[redacted]

3/12/2015

No out-of-Pocket Expense

We work on a contingency fee basis, which means our clients never pay any out-of-pocket expense. Our GM Recall Lawsuit attorneys have long represented people injured by defective automobiles, trucks or tires. Matthews & Associates has handled cases for clients across the country who have been injured or killed, or sustained substantial property damage. General Motors' behavior in ignoring faulty ignition systems for more than a decade prompts our return to this type of litigation.

Related News:

GM Recall Lawsuit Filed in California

A lawsuit against GM was filed in San Francisco on April 7 by lawyers representing 13 car owners in 9 states. The car owners' attorneys are seeking class-action status for these lawsuits. In the United States, GM has recalled some 1.4 million vehicles for a faulty ignition switch that can lead to catastrophe.

Attorneys charge in the complaint that GM's conduct regarding its defective key system leaves the automaker liable for damages, as does the company's ongoing efforts to mislead GM car owners and cover-up the problem.

(Related: CNN Money: Recall Nightmare)

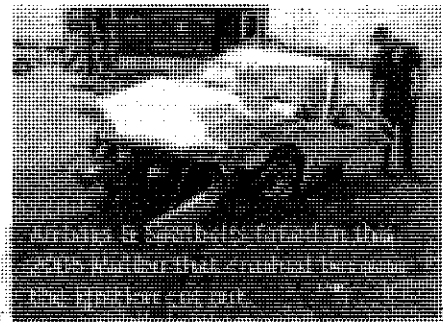
One of the attorneys represented the family of a Georgia woman killed in a 2010 ignition switch-triggered accident. In September, 2013, months before GM announced the recall, that suit reached settlement. The family's suit over the woman's death was one of the first to ignite the ignition switch issue.

In a Fortune 500 article, GM refused to comment on the pending litigation. The automaker did say, however, that it is "ensuring the safety and peace of mind of our customers involved in the recall and fixing their vehicles."

Related: Recall isn't GM's biggest problem

Related: Vehicles with Event Data Recorder

GM Engineers knew of Ignition Switch Problem



GM inside documents [redacted] its engineers knew of ignition switch problems ten years ago, in 2004. Nevertheless, America's biggest automaker did not order any recall until February 2014. The lawsuit filed in Calif. charges evidence of ignition switch problems dates back to 2001.

The suit also charges that ignition issues continued to be defective on cars built as late as 2010. GM's only recall to the date of this suit was for Chevrolet Cobalts, Pontiac G5's, Saturn Ions, Pontiac Solstice, Saturn Sky's, through 2007, along with Chevrolet's HHR model through 2006. Several more cars have been recalled since that time, though the automaker has thus far stated that it will pay for only a select short list of recalled cars it admits have the ignition switch problem.

CNN Money: GM's recall cost of $300 million plus

GM said it plans to start replacing faulty ignition systems in April, but the suit charges that, "To fully remedy the problem and render the defective vehicles safe...additional design elements beyond a new ignition switch are needed."

The complaint also seeks compensation for car owners whom the lawsuit says have been harmed by a reduced value of their cars.

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M5

From: [redacted]
To: Hershman, Larry (NHTSA)
Subject: Re: Your Complaint #10695097 to NHTSA about your 2010 Pontiac G6
Date: Wednesday, April 08, 2015 4:35:56 PM

Yes, you may share my information with them. I will make copies and send you everything I have. If you want the original cable you may FWD me a shipping label and I will send that to you seeing that its no use to me anymore. Unless I pursued the case legally its a dead end and even then I was told even with everything that I have its there's no proof that that's the exact reason it broke. That's why I sent my complain in hoping that others also had the same issue which would be proof this is a further problem even after the recall. My thoughts are that there is another spot on the cable that needs to be recalled that or that the first fix for the recall method is not efficient....Its just very "fishy" that there is s recall on a part, the recall is performed and no matter what broke the same problem happens. Seems there's a deeper 2nd issue that needs to be discovered. And just to let you know GM, and the original dealer where the recall was performed all pointed fingers at each other and after the first week of complaining that got pretty annoyed and hardly want to take my calls anymore. The dealer that fixed my car recently is almost unable to be blamed because they really had no part in the recall or the making of the car they just fixed it again.

Currently all these things are at my home and I am at work so I will get them to you asap.

Thank you

On Wed, Apr 8, 2015 at 2:27 PM, <Larry.Hershman@dot.gov> wrote:

Dear [redacted],

I can't make any promises to you that everything will be resolved to your satisfaction. However, we already are in discussion with GM about your complaint trying to determine exactly what happened and what went wrong and whether there was improper action on the part of the dealer or GM in how your situation was handled. I would suspect that once we give GM your VIN they will check with the dealer and review the vehicle history, then explain to us what they believe happened (or went wrong). We will use their input as part of our deliberations – but not the only input. We actually had two recalls involving problems with the transmission cables on certain GM makes and model years: 12V460 and 14V224. They involved cables from two different suppliers and the recall repairs were somewhat different, but both cases are interrelated to some degree.

If we gave your information to GM, I don't see how it could hurt you but it might help you. By the way, we already have your VIN from your complaint – we just need your permission to share it with GM for this specific query.

Thank you,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation

Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

From: [redacted]
Sent: Wednesday, April 08, 2015 2:59 PM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Complaint #10695097 to NHTSA about your 2010 Pontiac G6

[redacted]

I am in position of all of these things including the actual old cable, VIN, original recall repair receipts, original recall letter, and pictures of the break. The only thing I am not in position of now is the actual car itself. After this incident I actually sold my car to a dealer and purchase a new vehicle (Not GM) for the fact that I did not feel safe anymore.

GM opened a case for me, but there result was that it was already fixed once and that basically because of that it was not there fault it broke again and they are only required to do the repair once. Also, they tried to tell me that the cable broke literally 2 inches away from where the recall part was located but I have pictures of the old part and the actual part and even if it broke 2 inches away, the part with the recall is clearly cracked and broken also if you look at the old and new part pictures.

Before I send you all these things, I guess my question is if I've already opened up a case with GM and fought with them for 2-3 weeks with no progress, will your contribution change this?

On Wed, Apr 8, 2015 at 10:11 AM, <Larry.Hershman@dot.gov> wrote:
Dear [redacted],
On March 18, 2015 you submitted a complaint (our complaint #10695097) to the National Highway Traffic Safety Administration (NHTSA) regarding the incident on March 10, 2015, in which your 2010 Pontiac G6 rolled while you were out of the car and you were injured trying to get in to stop it. I am part of a team of safety defect investigators for NHTSA, a part of the U.S. Department of Transportation.
Here is the narrative from your complaint to us:

> I AM THE OWNER OF A 2010 PONTIAC G6 WITH A 4-SPEED AUTOMATIC. MY CAR WAS SERVICED FOR A RECALL IN FOR THE TRANSMISSION SHIFTER CABLE. TO CURE THE FIX THE RECALL(12106) CALLED FOR A RETAINER TO BE ADDED TO THE CABLE TO PREVENT THE BREAKAGE FROM OCCURRING. RECENTLY NOT EVEN TWO YEARS LATER AS I WAS PULLING INTO MY APARTMENT COMPLEX DRIVEWAY THE SHIFTER CABLE BROKE CAUSING THE MY STEERING AND DRIVABILITY TO BE IMPAIRED. I WAS ABLE TO APPLY THE BRAKES, BUT I COULD NOT DRIVE THE VEHICLE ANY FURTHER. I PUT THE CAR IN PARK AND EXITED MY VEHICLE TO CHECK OUT THE PROBLEM AS MY CAR STARTED TO ROLL AWAY. I RAN TO CATCH THE CAR TRYING TO PREVENT MY CAR FROM RUNNING INTO ANOTHER CAR, PEDESTRIANS AND A NEARBY ITEMS. I WAS INJURED IN THE PROCESS. THE INJURIES WERE NOT LIFE THREATING, BUT THEY CONSISTED OF BRUISING, BACK INJURIES AND MY FOOT BEING RAN OVER. MY CAR ALSO HAS SCRAPES. IF THE RECALL WAS SUPPOSEDLY FIXED THEN THE CABLE SHOULD

NOT HAVE BROKEN THAT SOON OR AT ALL PUTTING THE CAR IS THAT STATE OF DANGER. I CONTACTED THE DEALERSHIP AND THEY SAID THERE WAS NOTHING THEY COULD DO. SOMETHING IS NOT RIGHT HERE, IF THEY REPAIRED THE RECALL CORRECTLY AND IT WAS A EFFICIENT METHOD THIS SHOULD NOT OF STILL HAPPEN. THE FIX THEY DID IS EITHER ONLY A TEMPORARY FIX AND/ OR THE METHOD THEY ARE USING IS NOT EFFECTIVE. ALSO A POSSIBLY THERE MIGHT BE OTHER PARTS OF THE CABLE THAT ARE DEFECTED. GM WAS VERY INCOMPLIANT AND DID NOT CARE TO EXAMINE OR SEE THIS MATTER ANY FURTHER, BUT IF THIS HAS HAPPEN TO ME IT COULD ALSO BE A SERIOUS ISSUE WITH OTHERS STILL. I HAD TO PAY A LARGE AMOUNT OF MONEY TO HAVE THE CAR FIXED, BUT THIS DEFECT AND SOLUTION ARE OBVIOUSLY STILL NOT WORKING BECAUSE THIS IS NOT A NORMAL BREAKAGE FOR ANY VEHICLE.

1. NHTSA is following up your complaint with General Motors (GM), and as part of our investigation would like to share your complaint with GM. In order for GM to further investigate the incident, they need the vehicle's 17-character Vehicle Identification Number (VIN), a unique identifier for every vehicle. Do we have your permission to share the full VIN with General Motors? We would share the complete VIN only with GM to support further review by both parties in assessing this matter.

2. Could you tell us when and where you had your vehicle serviced originally under recall 12106? If possible, can you email me a copy of the repair order or invoice from that work?

3. Do you have copies of any notices you received at any time from GM regarding issues with the transmission cable? If so, could you email copies to me?

4. Which dealer did you contact after this most recent incident? Did you phone them or bring your car there? What is the name of the individual you spoke with? If you had your car repaired elsewhere, please identify where you had the car repaired.

5. Wherever you had the vehicle repaired, what did the service person tell you about what failed? Could you please email me a copy of any repair orders or invoices?

6. Do you have possession of the failed cable? If so, would you be willing to send it to us? I can send you a prepaid shipping label so we would pay for the shipping. If you choose not to send it to us, could you please email me photographs showing the cable and the damage to it?

Thank you very much for bringing your complaint to our attention and for your continued assistance.

Sincerely,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

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Thanks,

