

CL-10702618-8198

Decatur GA
1G2NF52T7YC

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

To whom concern

MAR 18 2015

According to the information sent from this company to me about a car I did own 2000 model year Pontiac Grand Am (General Motors) concerning Safety and more. However, I was in a survived car accident in 2008. See the car below and included is the letter sent to me.



Cp

NLM
32515
SMD



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

IMPORTANT SAFETY RECALL

October 2014

14350 1G2NF52T7YC [REDACTED]

[REDACTED]
Decatur, GA [REDACTED]



Dear [REDACTED]

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 2000 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.

IMPORTANT

- This notice applies to your 2000 model year Pontiac Grand Am, VIN 1G2NF52T7YC [REDACTED]
- 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 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.



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**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

Supplement to the Owner Manual

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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RECALL!

RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

IMPORTANT

1G2NF52T7YC [REDACTED]

DECATUR, GA [REDACTED]



GMRPCU208I 00003788A

SEE YOUR LOCAL GM DEALER

DECATUR, GA [REDACTED]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

**SCHEDULE
YOUR
APPOINTMENT
TODAY!**

AS A VALUED PONTIAC OWNER, WE WANT TO LET YOU
KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS
AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF FEBRUARY 2015,
SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING
OPEN RECALL(S) FOR YOUR PONTIAC GRAND AM:

14350 UNINTENDED IGNITION KEY ROTATION



GM

GMRPCU208I 00003788A

BAC-00000151966



1G2NF52T7YC [REDACTED]

Decatur GA

ATLANTA METRO 300

10 MAR 2015 PM 8 L



James Beard
FOREVER USA

National Highway Traffic Safety ADM HV400
1200 New Jersey Ave SE
Washington DC 20590

20590

