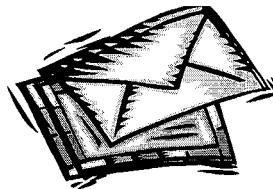


NHTSA ccmMercury Routing Slip

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

Printed: 4/22/2015



CL-10712788-7761

NHTSA #: ES15-002005

XREF #:

Delivery: EML

Rec'd Date: 4/22/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 2/19/2015

Due Date: 5/21/2015

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM CONGRESSMAN HANNA ON BEHALF OF CONSTITUENT
RE 2000 CHEVROLET CLASSIC SAFETY RECALL NOTICE (ATTN: TARA GITTER)**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE RICHARD HANNA
U.S. HOUSE OF REPRESENTATIVES
49 COURT STREET, SUITE 230
BINGHAMTON, NY 13901
Tel: 607-723-0212 Fax: E-mail:

APR 24 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	4/22/2015	5/21/2015	
NVS-010	INFORMATION	4/22/2015		4/22/2015
NGA-110	SIGN	4/22/2015		

ET
42415
SMD

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Wednesday, April 22, 2015 2:49 PM
To: Butler, Chris CTR (NHTSA)
Subject: FW: [REDACTED] Constituent Inquiry
Attachments: [REDACTED] PForm and Info.pdf

Chris,

Please control.

Thank you.

Julie

From: Pascale, Alison (NHTSA)
Sent: Wednesday, April 22, 2015 2:44 PM
To: Korkor, Julie (NHTSA)
Subject: FW: [REDACTED] Constituent Inquiry

Please control.

From: Gitter, Tara [<mailto:Tara.Gitter@mail.house.gov>]
Sent: Wednesday, April 22, 2015 2:19 PM
To: Pascale, Alison (NHTSA)
Subject: [REDACTED] Constituent Inquiry

Dear Ms. Pascale,

I am writing to you on behalf of [REDACTED]

I would appreciate if you would review the attached privacy form and correspondence and provide to me any information that may be helpful to, and that I can share with the constituent. I am forwarding the attached to you for your review and full and fair consideration consistent with applicable law, rules, and regulations. As I have no independent knowledge of the facts, any and all factual assertions are those of my constituent.

Best regards,

Tara Gitter
Staff Assistant
Representative Richard L. Hanna (NY-22)
49 Court Street, Suite 230
Binghamton, NY 13901
607-723-0212

OUR MISSION: OUR OFFICE STRIVES TO BE HIGHLY RESPONSIVE TO CONSTITUENT INQUIRIES AND NEEDS, WHILE FOCUSING ON DELIVERING SERVICES EFFICIENTLY AND EFFECTIVELY. WE REMAIN DEDICATED TO WORKING HARD ON YOUR BEHALF TO PROMOTE FISCALLY RESPONSIBLE POLICIES THAT HELP MAKE UPSTATE NEW YORK A PLACE OF OPPORTUNITY AND PROSPERITY. THROUGH TRANSPARENT DECISION MAKING AND INCREASED ACCESSIBILITY, WE ARE COMMITTED TO THE BASIC BELIEF THAT THIS OFFICE WORKS FOR YOU.

DOT

RICHARD L. HANNA
22ND DISTRICT, NEW YORK

COMMITTEE ON
TRANSPORTATION & INFRASTRUCTURE
RAILROADS, PIPELINES, AND
HAZARDOUS MATERIALS SUBCOMMITTEE
VICE CHAIR

COMMITTEE ON
SMALL BUSINESS
CONTRACTING AND WORKFORCE SUBCOMMITTEE
CHAIRMAN

JOINT ECONOMIC COMMITTEE

Congress of the United States
House of Representatives
Washington, DC 20515-3222

WASHINGTON OFFICE:
319 CANNON H.O.B.
WASHINGTON, D.C. 20515
PHONE: 202-225-3665
FAX: 202-225-1891

DISTRICT OFFICES:
49 COURT STREET, SUITE 230
BINGHAMTON, NY 13901
PHONE: 607-723-0212
FAX: 607-723-0215
258 GENESEE STREET
UTICA, NY 13502
PHONE: 315-724-9740
FAX: 315-724-9746
<http://hanna.house.gov>

Constituent Casework Form

After you have filled out this form, please return it to the appropriate office along with all necessary information.

I. Office Contact Information

Please send returned form to the corresponding office checked below.



Utica District Office
258 Genesee Street, 1st Floor
Utica, NY 13502
p: (315) 724-9740
f: (315) 724-9746



Binghamton District Office
49 Court Street, Suite 230
Binghamton, NY 13901
p: (607) 723-0212
f: (607) 723-0215

II. Privacy Authorization: In order to open your case, we will first need your authorization.

[Redacted Name]

authorize the Office of Representative Richard

Please Print Name

Hanna (22nd Congressional District New York State) to contact and share my

correspondence and/or information with any federal agency or relevant organization on my

behalf and to receive information and/or records pertaining to me.

Date: 2/19/15

Signature: [Redacted Signature]

Spouses Signature (If applicable): _____

SAFETY RECALL

September 2014

[REDACTED]
Chadwicks, NY [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 Chevrolet Classic. 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 Chevrolet Classic, VIN 1G1ND52J4Y6 [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 on or after October 1, 2014.
- 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.

GM

What will we do?

PARTS WILL SOON BE AVAILABLE. We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by October 1, 2014. When parts are available, 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.

What should you do?

You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. 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 Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

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, 120 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 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

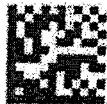
Supplement to the Owner Manual

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.





RECALL INFORMATION PROCESSING CENTER
P.O. BOX 909989
MILWAUKEE, WI 53209-9989

PRESORTED
FIRST-CLASS M/J
U.S. POSTAGE
PAID
GENERAL MOTO



Recall 14350.

RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

IMPORTANT

1G1ND52J4Y6

CHADWICKS, NY



GMRPCU205J 00006795A

*1-800-222-1020
Customer Service*

CARBONE CHEVROLET, BUICK, GMC, CADILLAC
5043 COMMERCIAL DR
YORKVILLE, NY 13495
(315) 736-0811

CHADWICKS, NY

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



AS A VALUED CHEVROLET 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 CHEVROLET CLASSIC:

14350 UNINTENDED IGNITION KEY ROTATION



GMRPCU205J 00008785A BAC-00000115795



1G1ND52J4Y6



CARBONE BUICK CADILLAC GMC TRUCK CHEVROLET

5043 COMMERCIAL DR. • YORKVILLE, NY 13495

TELEPHONE: (315) 736-0811

www.carbonecars.com

NYS REGISTERED SHOP # R-4330163



FEB 20 2015

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR: WILLIAM COVEL	2942	TAG NO. W294	INVOICE DATE 02/18/15	INVOICE NO. [REDACTED]
CHADWICKS, NY [REDACTED]	LABOR RATE 82.00	LICENSE NO.	MILEAGE 115,396	COLOR MAROON/	STOCK NO.
	YEAR / MAKE / MODEL 00/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 N D 5 2 J 4 Y 6 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/18/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 115396

JOB# 1 CHARGES

LABOR

J# 1 00PNZATV CHECK UP SHEET TECH(S): 2981 INTERNAL
PERFORM COMPLIMENTARY CHECK UP
TIRES LOW, WIPERS OK, RUST HOLES IN LF DOOR, RR FENDER
COMPLETED

JOB# 1 TOTALS

JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

LABOR

J# 2 99PNZ10 RECALL TECH(S): 2981 WARRANTY
CUSTOMER STATES PLEASE PERFORM RECALL 14350 UNINTENDED
KEY ROTATION
CC 0090
FC 9090
PERFORM RECALL 14350 UNINTENDED
KEY ROTATION COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	4	23279477	COVER 2.187		WARRANTY
	4	23232599	RING 2.187		WARRANTY
TOTAL - PARTS				0.00	

JOB# 2 TOTALS

JOB# 3 CHARGES JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

LABOR

J# 3 00PNZDECLINED DECLINED TECH(S): 2981 INTERNAL
CUSTOMER DECLINED RECOMMENDED MAINT.
TRANS AND COOLANT SERVICES

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

I ACKNOWLEDGE RECEIPT
OF THE PARTS AND LABOR
LISTED.

WARRANTY

SIGNATURE

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EXPRESS
OR IMPLIED, INCLUDING ANY IMPLIED WAR-
RANTY 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.

LIMITED EXPRESS WARRANTY

All factory replacement parts are
warranted for 12 months or 12,000
miles, whichever comes first. All
other parts installed are warranted
for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!



CARBONE BUICK CADILLAC
GMC TRUCK CHEVROLET
 5043 COMMERCIAL DR. • YORKVILLE, NY 13495
 TELEPHONE: (315) 736-0811
 www.carbonecars.com
 NYS REGISTERED SHOP # R-4330163



CUSTOMER NO. [REDACTED]		ADVISOR WILLIAM COVEL		2942	CELL: [REDACTED]
[REDACTED]		LABOR RATE 82.00	LICENSE NO.	MILEAGE 115,396	INVOICE DATE 02/18/15
CHADWICKS, NY [REDACTED]		YEAR / MAKE / MODEL 00/CHEVROLET/MALIBU/4DR SDN LS		COLOR MAROON/	STOCK NO.
		VEHICLE I.D. NO. 1 G 1 N D 5 2 J 4 Y 6 [REDACTED]		DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE		BUSINESS PHONE		SELLING DEALER NO.	PRODUCTION DATE
		COMMENTS		R.O. DATE 02/18/15	

TOTALS-----

MO: 11539

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

THANK YOU VERY MUCH FOR YOUR BUSINESS, IF FOR ANY REASON
 YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT
 US AT (315)427-9789
 YOU MAY BE RECEIVING A SURVEY IN THE MAIL. IF YOU CAN NOT
 RETURN IT COMPLETELY SATISFIED FOR ANY REASON, PLEASE CALL
 CARBONE AUTO GROUP MANAGEMENT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

**I ACKNOWLEDGE RECEIPT
 OF THE PARTS AND LABOR
 LISTED.**

SIGNATURE _____

CUSTOMER SIGNATURE _____

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
 CLAIMS ALL WARRANTIES EITHER EXPRESS
 OR IMPLIED, INCLUDING ANY IMPLIED WAR-
 RANTY 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.

LIMITED EXPRESS WARRANTY

All factory replacement parts are
 warranted for 12 months or 12,000
 miles, whichever comes first. All
 other parts installed are warranted
 for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

THANK YOU!

FEB 20 2015

9. WHY WEREN'T ALL OF THE VEHICLES (2008-2011) INCLUDED INITIALLY WHEN THE IGNITION SWITCH WAS RECALLED?

Some of these vehicles may have been repaired with faulty switches sold to dealers and aftermarket wholesalers. This expansion of the recall is out of an abundance of caution and to make sure that all makes and models that may have the faulty ignition switch get the correct part. It is important for customer confidence and peace of mind.

[BACK TO TOP](#)

PARTS AVAILABILITY & REPAIR TIMING

1. ARE PARTS AVAILABLE FOR MY VEHICLE?

Parts are currently available at all dealerships for all affected vehicles. Contact a dealer near you to schedule your repair.

[BACK TO TOP](#)

2. WHAT EXACTLY IS THE REPAIR? HOW LONG WILL IT TAKE?

In order to minimize customer inconvenience, whenever possible, the ignition switch, lock cylinder and keys will be replaced at the same time. Please understand, however, that this depends on parts availability. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 90 minutes.

[BACK TO TOP](#)

3. ONCE THE REPAIR IS COMPLETED, CAN CUSTOMERS PUT A HEAVY KEY RING BACK ON?

We recommend that customers only utilize the key, key ring and key fob (if equipped) that came with the vehicle.

[BACK TO TOP](#)

4. WHO IS ELIGIBLE FOR A RENTAL VEHICLE?

Any affected customer who is concerned about operating their vehicle may request courtesy transportation. Dealership service management is empowered to place the customer into a rental or loaner vehicle until parts are available to repair the customer's vehicle. In some