

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

[REDACTED]
Cleveland Heights, OH [REDACTED]

July 8, 2015

JUL 16 2015

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington DC 20590

RE GM recall #12106

Campaign ID Number 12V460

Dear Administrator

In 2011 I purchased a 2008 Saturn Aura, it had one previous owner who leased the vehicle. In November 2012 I received a letter from General Motors related to a recall on the transmission shift cable, recall number 12106. Per the instructions provided, I later scheduled an appointment to have this part replaced by a Saturn authorized dealer and the repairs were made in January 2013.

Beginning sometime in early 2015 it became difficult for me to shift gears, particularly between reverse and drive. Finally on July 3, 2015, while trying to park my vehicle, the gear would not move from drive to reverse. After quite a struggle I was able to get the car into park, remove the key and set my parking brake. However when I trying to restart the vehicle just minutes later, the ignition would not start, the battery was replace in January 2015. The car, gear still in park with the parking brake still engaged, began to roll forward into another car when trying jump to battery. Fortunately I was able to stop the car before it made contact with the other car. In order to start the car, I had to find where neutral was on the transmission; park on the gear was now reverse for the transmission; drive for the transmission was now between neutral and reverse; and park for the transmission was absent requiring the emergency parking brake to hold the vehicle in place. Due to the holiday weekend I was not able to have to car service until the following Monday July 6, 2015.

JM
7/22/15
SMD

Not surprisingly, my mechanic had to replace the transmission shifter cable and the bracket that was replaced in January 2013. The original part, that was not a problem at the time, was replaced with a part that became a problem later. Enclosed you will find a copy of the Safety Recall Notice from General Motors, the Invoice from Tim Lally Chevrolet, the authorized dealer in my area, and Invoice from Sharp Care Auto Service, my mechanic that had to fix the recalled part again. I am requesting a reimbursement for the cost I incurred for the faulty recalled part that was installed. I have mailed a copy of this letter to the Reimbursement Department from General Motors and my attorney. It is my hope that if I do not receive a reply from General Motors for this issue, I may receive a reply from the National Highway Traffic Safety Administration regarding this issue. I also hope that you may persuade General Motors to reach a resolution in this matter in the case that this letter does not. Above you will find my return address. I may also be reached by phone at [REDACTED] or by email at [REDACTED]

Sincerely,

[REDACTED]

Enclosures (3)

CC Administrator, National Highway Traffic Safety Administration

Lonnie E. Walker, Attorney at Law

SHARP CARE AUTO SERV
2925 MAYFIELD RD
CLEVELAND, OH. 44118
216-321-1500

Merchant ID: 8026879117
Term ID: 0017340000802687911702

Sale



Entry Method: Swiped

Total: \$ 299.53

07/07/15 17:32:32

Inv #: [REDACTED] Appr Code: 00025B

Apprvd: Online

Customer Copy

THANK YOU!

SHARP CARE AUTO SERVICE &

TOWING

2925 MAYFIELD ROAD

CLEVELAND HEIGHTS, OHIO 44118

(216) 321-1500 (216) 321-9624 FAX

Bill To:

CLEVEL.HTS, OH

Invoice

Number: [REDACTED]

Date: July 07, 2015

LICENCE PLATE	VIN NUMBER	MAKE	MODEL	YEAR	ODOMETR
[REDACTED]		SATURN	AURA	2008	

Description	HRS-QTY	Price	TAX 1	TAX 2	Amount
TRANSMISSION SHIFTER CABLE		66.89	✓	✓	66.89
BRACKET		22.95	✓	✓	22.95
LABOR		180.00	✓	✓	180.00
Sub-Total					\$269.84
State Tax 8.00% on 269.84					21.59
Shop Supply 3.00% on 269.84					8.10
Total					\$299.53

WARRANTY 12 MONTH 12000 MILES ON PARTS AND 12 MONTH ON LABOR

SIGNATURE _____

***** ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED *****

**SHOP SUPPLY FEES COVER MISC MATERIALS USED IN SERVICING YOUR VEHICLE THAT DO NOT
APPEAR ELSEWHERE ON THIS INVOICE**

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
\$299.53	\$0.00	\$0.00	\$0.00	\$299.53

CUSTOMER #: [REDACTED]



INVOICE

TIM LALLY CHEVROLET INC.

19000 ROCKSIDE ROAD
BEDFORD, OHIO 44146
(440) 232-2000 • Fax: (440) 232-2104
www.TimLally.com

CLEVELAND HTS, OH

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997141 CHRISTOPHER SLAINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	08	SATURN AURA	1G8ZS57N98F [REDACTED]		37384/37384	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 IS							
01JAN08 DD			WAIT 12JAN13			CASH	12JAN13
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter			
09:53 12JAN13		10:18 12JAN13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A RECALL FOR TRANSMISSION SHIFT CABLE, 12106
CAUSE: .

MISC V2671
997038 WC (N/C)
1 19210732 CABLE KIT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
37384 INSTALL CLAM SHELL

B PART TAGGED IN PARTS PER BOB
MISC MISCELLANEOUS REPAIR
997038 CPC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
37384 C

C Perform Multi-Point Vehicle Inspection
VI Perform Multi-Point Vehicle Inspection
997038 CPC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
37384 D

Quoted (66) for rear window replacement

DISCLAIMER OF WARRANTY	SHOP SUPPLIES	DESCRIPTION	TOTALS
Dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, regarding any products or services provided, unless otherwise indicated on the service RO, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or this repair. This disclaimer in no way affects the provisions of any manufacturer or other supplier's warranty.	ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SERVICE OF YOUR VEHICLE. APPLICABLE ITEMS ARE NUTS, BOLTS, WASHERS, COTTER PINS, TAPE, SILICONES, GREASE, SOLVENTS, GASKET SEALER, RAGS, CARBURETOR CLEANER, TOWELS, WINDOW CLEANER, SOLDER, BATTERY CLEANER, BATTERY SEALER, WIRE, WINDSHIELD SEALER, CHOKE CLEANER, WHITE-GREASE, PAPER FLOOR MATS, ETC. WE HAVE ADDED A CHARGE OF 10% OF THE TOTAL LABOR COST NOT TO EXCEED \$24.00 TO COVER THOSE MISCELLANEOUS ITEMS.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
		I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF	

CUSTOMER COPY



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

SAFETY RECALL NOTICE



12106 1G8ZS57N98F 22 0001218

CLEVELAND HTS, OH



November 2012

Dear

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 model year Saturn Aura vehicles, equipped with a 4-speed automatic transmission. 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

- Your 2008 model year Saturn Aura, VIN 1G8ZS57N98F is involved in safety recall 12106.
- Schedule an appointment with your nearest General Motors dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle was either built or serviced with a transmission shift cable that has end fitting tabs that may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, you would be able to move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. You may not be able to restart the vehicle and the vehicle could roll away after you have exited the vehicle, resulting in a possible crash without prior warning.

What will we do?

Your nearest General Motors dealer will install a retainer over the transmission shift cable end fitting. If the end fitting tabs are fractured, the shift cable will be replaced. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes to 1 hour and 40 minutes, depending on the service required.



**What should
you do?**

You should contact your nearest General Motors dealer in January 2013, to arrange a service appointment.

**Did you already
pay for this
repair?**

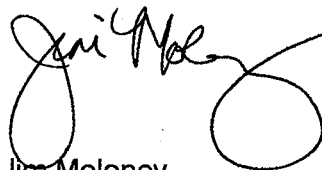
If you have paid for repairs for the recall condition, please complete the enclosed form. Present it to your dealer with all required documents when you take your vehicle in for the repair in January. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2013, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).

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 12V460.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jim Moloney

General Director - Customer & Relationship Services

Enclosure
GM Recall #12106



Cleveland Heights, OH

CLEVELAND OH 441

09 JUL 2015 PM 5 L



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

20590

