

June 9, 2015

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

Attn: Administrator
N.H.T.S.A.
1200 New Jersey Ave. SE.,
Washington, DC 20590

JUL 22 2015

Dear N.H.T.S.A. Administrator,

My name is [REDACTED]. I'm writing this letter because, the C.A.C. denied my request for expenses regarding the 2002 Oldsmobile Alero. I helped my son with half of the purchase for the 2002 Oldsmobile Alero. We received the GM safety recall letter and after, I sent a letter to the Customer Assistance Center informing them that, we no longer had the vehicle; however, we incurred expenses pertaining to the ignition when my son had the vehicle. All receipts and repairs were submitted. I also noted, how the vehicle wouldn't start or would shut down trying to get to and from work, or while running errands. There were several times when me and my husband left our home, late night in order to give my son a boost because, he was stranded at work or school. When I drove the car to run errands, the car left me stranded also. The first time the car shut down we had the battery tested at Walmart. There was cause for a battery and it was replaced. About 3 weeks to a month later, the car shut down again. I had to have the car towed to a shop nearby. They couldn't figure out the problem and I had the vehicle towed to the dealership. It was diagnosed then fixed. The receipts are enclosed.

In conclusion, although we no longer have the vehicle, when we did, our safety was at risk from the car's ignition not properly working. Not only was this vehicle very unsafe, but an inconvenience on all 3 of us. Also, it was expensive trying to find out the root of the problem. Besides the ignition, the vehicle's engine, transmission and everything substantial for operation was great. I had a 2009 Saturn Aura and went through the same circumstances/expenses. My son now has a 2005 Chevrolet Impala; all under the GM recall. I understand GM has bigger concerns and matters; however, I'm thankful nothing detrimental happened to any of us. C.A.C. denied both expenses submitted for the Alero and Saturn but, I feel, I should receive reimbursement because of what we all experienced; especially my son. Please review and reconsider all of the information. Thank you for your time and consideration.

Regards,

[REDACTED]

ET
72415
SMD

September 2014

Commerce Twp., MI

Dear

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 2002 model year Oldsmobile Alero. 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 2002 model year Oldsmobile Alero, VIN 1G3NL52F12C.
- 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

Reason:

If denied, please provide a copy of this form to the customer and retain original for your files

**General Motors Product Recall
Customer Reimbursement Request Form**

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Commerce Twp State: MI Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: 9-23-14

Vehicle Identification Number of Involved Vehicle: 1G3NL52F12C _____
(17 Characters)

Mileage at Time of Repair: 137,054 Date of Repair: 2-9-11, 2-12-11
2-16-11

Amount of Reimbursement Requested: \$ 612.80

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

ED RINKE CHEVROLET BUICK GMC



GMC

26125 Van Dyke • P.O. Box 3377 • CENTER LINE, MI 48015-0377
Phone: (586) 754-7000 • Fax: (586) 754-5030 • www.edrinke.com

NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
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CASH

DAVID

02/09/11

SHIP TO
GME

CASH CUSTOMER

Y	B. O. QTY	PART NUMBER / DESCRIPTION			BIN	LIST	NET	AMOUNT
1	0	25832354	CYLINDER	2.188	24	221.68	199.51	199.51
1	0	2852063	KEY ASM	2.187	343D	9.14	8.23	8.23
1	0	CODE	CYL CODE	8.800	MC	25.00	25.00	25.00
							SUBTOTAL	232.74
							TAX	13.97
							FREIGHT	0.00
							PAY THIS AMOUNT	246.71

G O O D W R E N C H
E N G I N E
T R A N S M I S S I O N S A L E

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

All returned goods subject to a 30% handling - restocking charge. Electrical items, special order parts, and/or sales of \$10.00 or less are non-refundable. Returned goods must be in original package. Credit will NOT be issued without inspection of items, after 30 days, or without this invoice.

ALL PARTS RETURNED MUST BE IN ORIGINAL CONTAINER AND MUST MEET GM PACKAGE QUALITY STANDARDS.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

TOMER COPY

PARTS INVOICE

08:35:29 PAGE 1 OF 1
NET507



GML

Goodwrench

TRANSMISSIONS



AT COMPETITIVE PRICES —

6125 Van Dyke • P.O. Box 3377 • CENTER LINE, MI 48015-0377
 Phone: (586) 754-7000 • Fax: (586) 754-5030 • www.edrinke.com

IESEL

6125 VAN DYKE AVE
 CENTER LINE, MI 48015
 586-754-7000
 1089295930013

Unit ID: 108929593001305

Sale

STATE REG. NO. F-101791

ADVISOR GREGORY DARGO		CLAIM NO. 3026	INVOICE DATE 02/16/11	INVOICE NO. [REDACTED]
LABOR RATE 90.00	LICENSE NO.	MILEAGE 137,054	COLOR GREEN/	STOCK NO.
YEAR / MAKE / MODEL 02/OLDSMOBILE/ALERO/4DR SDN GL			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 G 3 N L 5 2 F 1 2 C			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 02/14/11	REPRINT# 2
BUSINESS PHONE		COMMENTS		

Entry Method: Swiped

\$ 261.09

09:01:41

Appr Code: 691446

Batch#: 000125

Customer Copy
 THANK YOU
 PLEASE COME AGAIN

NO FIRE HOURS: TECH(S): 3059 189.95

is \$90.00 Plus Repairs.
 RAM THEFT DETERANT, REPLACED ELSEWHERE AND
 PROGRAMMED

OUR SERVICE GUARANTEE
 We guarantee our service work for 12 months or
 12,000 miles whichever comes first. If under normal
 conditions, our repair or replacement fails (within
 that time) we will fix it free of charge.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

REPAIRS PROPERLY COMPLETED & CHECKED BY:

PARTS	QTY	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	TRANSMITT 10.485	89.47	67.11	67.11
JOB # 1 TOTAL PARTS					67.11
JOB # 1 TOTAL LABOR & PARTS					257.06

TECHNICIAN CERTIFICATION: 3059 RICHARD WARRINGTON M209683

TOTALS	TOTAL LABOR....	189.95
	TOTAL PARTS....	67.11
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG...	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	4.03
TOTAL INVOICE \$		261.09

CUSTOMER SIGNATURE

VISA/MC

[END OF INVOICE] 09:00am

Customer:
Address:
City, State:
Day Phone:
Night Phone:
Fax:
Estimate Ref:

Service Writer: CHARLES NIERMAN M188660
Service Tech: DAVID BAILEY M185285
VID:
Mileage:

Vehicle: 2002 Oldsmobile Alero L4-2.2L VIN F

Description	Labor Rate	Qty	Price/Time	Extended
crank but no start call and advize		1	35.00	35.00
alarm system engaged customer brought in new key tumbler		1	70.00	70.00
installed alarm shut down				
Labor Total				105.00
Parts Total				0.00
Sub-Total				105.00
Total				\$ 105.00

CUSTOMER DESIRING FURTHER
REPAIR
CA

VEHICLES THAT HAVE BEEN SERVICED AND READY FOR PICK UP WILL BE CHARGED STORAGE AFTER 48 HOURS @ \$15.00 PER DAY

WARRANTIES ARE AS FOLLOWS

___ 30 DAYS ___ 60 DAYS ___ 90 DAYS ___ 180 DAYS ___ 1 YEAR PARTS ONLY
ALL WARRANTIES ARE VOID DUE TO ABUSE/NEGLECT OR IF VEH. HAS BEEN SERVICED AT ANOTHER REPAIR FACILITY. UNLESS AUTHORIZED BY SHOP MANAGER

CUSTOMER HAS RECEIVED OLD PARTS ___ YES ___ DECLINED
PHONE AUTHORIZATION BY ___ TIME/DATE ___ AMOUNT \$ ___

CERTIFICATION ABOVE REPAIRS PROPERLY PERFORMED
I AGREE TO PAY THE ABOVE AMOUNT AND HAVE RECEIVED A FINAL INVOICE AND EST.
THANK YOU AND HAVE A BLESSED DAY

Signature: _____ Date: 2-12-11



Commerce Dept., MI



Attn: Administrator
National Highway Traffic Safety Admin
1200 New Jersey Avenue, SE.,
Washington, DC 20590

20590

