

Jim Moloney
General Director
Cust. & Rel. Servs.

Recall 14VD47
14V171, 14063
CL-10806833-3676

OCT -9 2015 9-30-2015

- I am writing this letter in the hope that someone will listen and respond. I have a folder full of correspondence from Saturn and General Motors on recalls on my 2003 Saturn ION2.
- In the Fall of 2011, I experienced clicking in the steering column, that the key would stick in the ignition. I would have to wait until it would release to take the key out. I took my car to Volkswagen of Inver Grove, MN and they replaced the shift control assembly on 11-01-2011.
- I continued to have problems so I took it back to Volkswagen. They determined the ignition switch was faulty and replaced the ignition switch on 1-24-2012.
- I started receiving recall notices starting in March 2014. In April 2014 I went to Arrow GMC in Inver Grove Hts, MN to have my parts ordered for the recall.
- In the meantime, I had to turn in my paperwork for the previous work done by Volkswagen Inver Grove to receive reimbursement for the work already done by them. I was having no problems after they replaced the shift control assembly and the ignition switch. I was only reimbursed for the ignition switch (minus \$14.40 for shop supplies) by Arrow GMC, Inver Grove Hts.
- My recall parts finally came in and I had them installed on 5-23-2014 (Ignition and start switch and Ignition Lock Cylinder), at Arrow GMC, Inver Grove.

ET
10/16/15
SMD

* Vin. # 1G8A552F13Z [REDACTED]

- On 7-23-2015 the clicking + Key sticking started again. Took the car back to Arrow GMC. They will order new parts, could take up to a month to get them.
- On 9-17-2015 I received a call from Arrow GMC. They will not replace the ignition switch again. They are willing to replace the shifter interlock instead.
- I have read repeatedly in all the correspondence I received that General Motors is working to "retain my trust, learn from this and become a better company". If this is true, then you should be willing to also reimburse me for the work I had done at Volkswagen, Inver Grove on 11-01-2011 when they installed shifter assembly for \$611.65 because I was experiencing clicking in the steering column and the Key was sticking in the ignition.
- All in all, this problem has persisted for 4 years now. If I had known the recall parts installed by Arrow GMC would make the problem come back, I wouldn't have replaced the parts I had already replaced by Volkswagen in 2011 + 2012. They seemed to fix the problem until the recalled parts were replaced again by Arrow GMC, Inver Grove Hts. MN.
- I am very very disappointed and upset by all of this. I am so tired of the "profits before people" mentality.
- I am tired of all the "runaround" + just want the problem fixed.

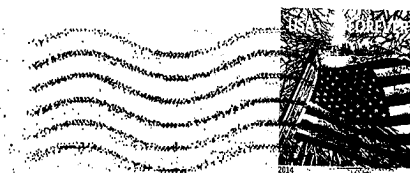
Sincerely yours,

[REDACTED]
Inver Grove Hts. MN [REDACTED]

Inver Grove Heights, MN

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Administrator
National Highway Traffic Safety Administration
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ATTN: Jim Moloney, Gen. Dir. Cust. & Rel. Services