

October 27, 2015

Administrator, National Highway  
Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

NOV -4 2015

Dear NHTSA Administrator,

I am writing to you today regarding the NHTSA Campaign ID Number 12V459/GM Safety Recall 12190.

In October, 2013, I purchased a used 2008 Pontiac G5 for my daughter from North Central Ford, Dallas, Texas and never received a recall notice regarding the above referenced recall. I did however receive recall notices for NHTSA Campaign ID Numbers 14V047 and 14V171 and in May, 2014, I took the vehicle into a GM Dealership and had the defective Ignition & Starter Switch replaced. At that time, the GM Dealership did not advise me of GM Safety Recall 12190 involving a possible defective fuel pump on this automobile.

After smelling faint gasoline fumes over a following period of several months, we began to notice a small gasoline puddle under the automobile when parked. On October 21, 2015, I took the automobile into a non-GM Dealership repair shop and had the defective fuel pump replaced. The replacement cost of the fuel pump and filter was \$450.42 plus \$180.00 labor for a total of \$630.42. It was this repair shop that informed me of the GM Recall and advised me to contact GM about a reimbursement.

After spending nearly an hour on the phone with a GM representative (in India, I think) who was hardly understandable, I was finally informed that GM would only honor reimbursement requests under this recall that were received no later than June 30, 2014.

Given these facts; (1) I never received the recall notice from GM or anyone else; (2) I had the vehicle into a GM Dealership in May, 2014 to address another recall issue and was never advised of this recall, and; (3) we had been smelling faint gasoline fumes for well over a year before the fuel pump began leaking greater amounts, we think that GM should be required to honor our reimbursement request beyond their arbitrary self-imposed June 30, 2014 deadline date and are hereby requesting your assistance in this quest.

Thank you in advance for any assistance that you may be able to provide.

Yours very truly,

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Plano, TX  
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