

CL-10816121-1918

[REDACTED]
Huron, OH [REDACTED]
November 17, 2015

Mr. Jeffrey M. Boyer
Vice President
Global Vehicle Safety
Pontiac Division of GM
P. O. Box 909989
Milwaukee, WI 53209-9989

DEC 17 2015

Re: GM Safety Recall 14491
Case Ref. # [REDACTED]

Dear Sir:

I received a safety recall letter in July, 2015, that my 2007 Pontiac Vibe was being recalled due to ineffective passenger air bags. Another letter would be issued once the parts had been ordered and ready to install.

On Oct. 29, 2015, I called the 800-762-2737 to see what the status on the back order of parts was. The guy said they were still waiting and a second letter would be forth coming once they were available. He could not tell me when this second letter could be expected. I suggested to him that I take my car over to the dealership and let the car sit there till the parts came in and the dealership could give me a loaner to drive. He gave me some excuse why this couldn't be done. Then I suggested that I would go to a car rental place and have them bill Pontiac directly for me to drive a rental until parts came in. Of course, that couldn't be done. I then asked him if I could talk to someone over him. At this point he put me on hold and after waiting for a period of time, I hung up.

Lo and behold, he did call me back and said he had talked to the dealership (Kasper Group in Sandusky, Ohio) and I should call them to set up an appointment to take car in to make sure it did need to have the air bag replaced. I really didn't understand that remark since I had received the letter stating there was a recall on my car. I called the dealership and Neta told me she had talked to Pontiac and set up an appointment for me on Friday, Nov. 6th.

Of course, by the end of the day on Friday, they realized the wrong parts had been sent for the repair of the air bag. The car's air bag had been disassembled so they gave me a loaner for the weekend and were expecting the parts to come in on Monday. They would call me when car was ready.

I called them Tuesday morning to get status on car. The parts came in and once again it was the wrong parts. She was expecting another order to come in that same day and would call me once she knew what was going on. On Wed. morning I called again for status.....once again the wrong parts were sent. I didn't quite understand how wrong parts were being sent out and Neta tried to explain it to me, but I just didn't "get it". Neta told me they ordered the parts again and now, those parts were on back order and no one knew when they would be available.

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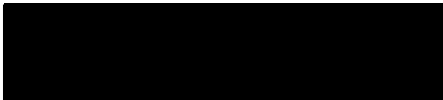
Hence we were back to square one and still waiting for parts to come in. I felt as if I had been given the runaround by them (Pontiac) trying to placate me by taking the car into the dealership so they could work on it. It was a waste of my time and a cost of money to Pontiac to get no where.

The question I don't quite understand is.....if GM knew there was going to be a massive recall for these air bags....why weren't preparations made to make sure the parts were available and ready to install?

No one can give a definitive answer as to when the parts will be available. Luckily for me, when the car was in the dealership, they disengaged the passenger's air bag, which I hope means someone can now sit in the passenger seat.

I just wanted to share my wonderful experience with you and how frustrated I am with the handling of this air bag recall. I am a retired General Motors employee and have been loyal and true to my company as they have always been good to me and my family. I just wish someone could give me some answers to when these parts will be available.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Cc: Mary T. Barra, CEO of G. M. C.

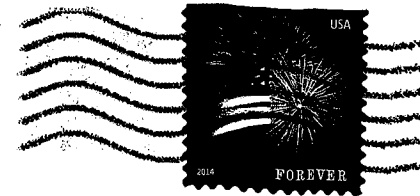
✓Administrator, National Highway Traffic Safety Administration



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