

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

CL-10865140-2229



San Jose, CA
January 24, 2017

National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building
Washington, D.C. 20590

FEB - 1 2017

Re: Complaint No. 10865140 – sent in May, 2017
2000 Pontiac Grand Am
Vin # 1GNV52E0YM

Gentlemen:

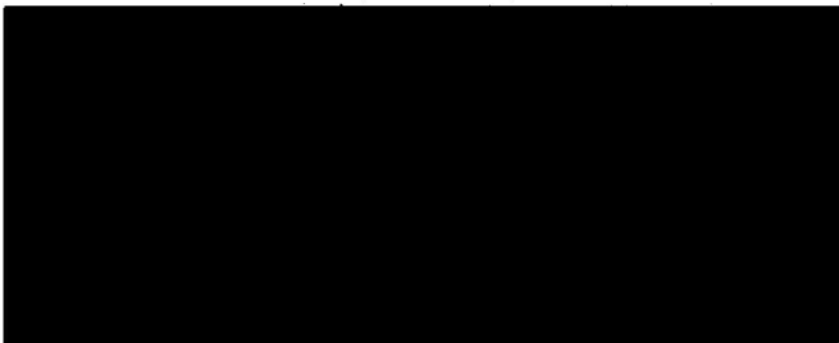
Maybe you think that it's okay to ignore a complaint for almost a year; maybe you think that it's okay to not respond to a complaint in a reasonable amount of time, and maybe you feel that it's acceptable to tell someone that calls numerous times to call the Attorney General if you have a complaint about a government agency not responding to a complaint. THIS IS NOT OKAY.

I clearly have a problem with my vehicle. My left and right blinkers do not function and my hazard lights only sometimes operate. I brought my car to my repairman, who changed the Flasher Relay (thinking maybe that was the problem) and that didn't fix it.

I then looked up that perhaps my car had been recalled for that reason and found out that there was a GM/Hazard Warning – on August 28, 2003 under NHTSA Campaign Number 03V327000 regarding the Exterior Lighting advising that dealers will replace the Hazard Warning Switch under GM Recall no. 03043 for cars with the exact same problem I have. My Vin # supposedly was not included in this recall even though it has the same problem and is a 2000 Pontiac Grand Am.

I need you to PLEASE look into this and force the Cadillac GM Dealer (obviously Pontiac is no longer around) to fix my problem (they refused to because they didn't see my Vin# in the recall) before I get into an accident because my blinkers don't work or my exterior hazard lights don't work and I get into an accident because of this or upon selling my automobile, the poor buyer has a bigger problem.

Thank you.



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