June 8, 2016

NEF-010
CL-108 751 36-7839

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

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

To: Whom it may Concern,

JUN 14 2016

Subject: Request for assistance
(Refund)

Enclosed you will find material sent to Cadillac Recall Information Center. Berglund Chevrolet performed this work on my Ignition, see enclosed material.

Please look into this subject matter and enclosed material or forward it on to someone who can resolve this matter.

Thanks

[redacted]

Roanoke, Va. [redacted]

NAM
6/17/16
SMD

Recall Information processing Center
P.O. Box 909989
Milwaukee, WI 53209-9989

Subject: Recall Ignition switch

To whom it may Concern Enclosed you will find information Concerning the recall of the Cadillac vehicle VIN 1G6KD54Y6YU [redacted], for 14299 Unintended ignition Key Rotation. ON, 17 September 2009 Berglund Chevrolet replaced the ignition switch, which I, paid Cash for Repair of. (Attachments 1-2) The payment to repair the switch should be refunded parts, Labor and programming. Since the ignition switch was under recall to be replaced, as of February 2016 see attachments 3-4. I, need your Department to investigate this subject matter and return ANY funds do me paid for this recall, already. If, your office CANNOT handle this request for action, Please forward this information to the proper Department to Correct. Thank you in advance,

MM. [redacted]

Roanoke, Va. [redacted] Cell: [redacted]

Attachment (1-)

CUSTOMER #: [redacted]

[redacted]

BERGLUND CHEVROLET INC.
Jeep • Buick • Pontiac
1824 WILLIAMSON RD. P.O. BOX 12608
ROANOKE, VA 24027 Phone (540) 344-1461
www.berglundcars.com

INVOICE

[redacted]

ROANOKE, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 4704 WILLIAM S ROSS III

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PRIMER	00	CADILLAC DEVILLE	1G6KD54Y6YU[redacted]	[redacted]	120000/120000	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAR00 DD			17:00 14SEP09		0.00	CASH	17SEP09

R.O. OPENED	READY	OPTIONS:
10:13 14SEP09	14:40 17SEP09	DLR:037 ENG:4.6_Liter_V8_MFI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT ALL MODULES NEED TO BE PROGRAMMED.ADVISE LAST TIME			
CHARGED BAT. AND REPROGRAMMED PCM			
A11 REPLACED IGNITION SWITCH/CHARGED BATTERY THAT			
WAS DEAD....PROGRAMMED			
4363 GARLICK II,CHARLES LIC#: 0			
CMC		345.00	345.00
1 12450183 SWITCH	136.16	136.16	136.16
PLUGS REPLACE SPARK PLUGS ONLY***MAIN**			
4363 GARLICK II,CHARLES LIC#: 0			
CMS		142.00	142.00
8 12571535 SPARK PLU	7.25	7.25	58.00
BSF BRAKE SYSTEM FLUSH			
4363 GARLICK II,CHARLES LIC#: 0			
CMS		95.00	95.00
1 6011 DOT 4	50.02	50.02	50.02
2 12377967 FLUID	8.71	6.46	12.92
120000 IGNITOION SWITCH SHORTED/CAM SENSOR CONNECTOR LOOSE/PLUGS			
FOULED CHECKED FOUND BATTERY DEAD CHARGED BATTERY CHECKED VEC WOULD NOT			
CRANK CHECKED NO POWER TO MODULES IN CRANK POSITION DIAG DIAG FOUND			
IGNITION SWITCH BAD REPLACED IGNITON SWITCH NOW CRANKS BUT NO START			
CHECKED FUEL PRESSURE (OK) CHECKED FOUND NO SPARK RAN DIAG FOUND CAM			
SENSOR CONNECTOR LOOSE REPAIRED CONNECTION TRYS TO START BUT WONT RUN			
FOUND PLUGS FOULED INSTALLED 4 USED PLUGS IN FROTN BANK CHECKED VEC			
STARTED BUT RAN ROUGH REPLACED ALL 8 PLUGS NEW PLUGS CHECKED VEC RAN			
SERVERAL SERVICE LIGHTS STILL ON ADVISED ABS/SIR/BRAKE/SERVICE ENGINE			
SOON LIGHTS ALL ON POWER STEERING PULLY BENT OR LOOSE LOOSE CONNECTION			
AT PCM (MOVE AROUND & ENGINE WILL STALL //ALSO BLEAD BRAKE SYSTEM TO			
GET BRAKES WORKING DROVE OUT TO LOT BRAKE FLUID LEAKING IN SERVERAL			
PLACES			
**********			
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER			33.56

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage for any delays caused in performing the repair work. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree that you are not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control, and that you are not responsible for damages from freezing due to lack of antifreeze.

Unless otherwise specified, I understand labor time billed for is based on times estimated for jobs in industry manuals and not actual time spent. I acknowledge that the total estimate of repairs includes all parts, labor, handling and diagnosis and agree that, if closer analysis finds that additional repairs are necessary, I will be contacted for authorization if the amount I must pay will be increased by more than 10%. I understand terms are cash, approved check or credit card unless other arrangements are made in advance. If payment of this invoice in full is not paid when due, and is placed with attorneys for collection, or if suit is instituted to enforce payment hereof, I agree to pay your actual costs of collection including your attorneys fees. I agree that storage will be added at the rate of $20.00 per day after 48 hours from time of notification vehicle is ready.

I agree that if the repairs described above become an issue in litigation such that you or any of your employees are required or requested to participate by personal appearance, deposition, affidavit or otherwise, I will pay you $100.00 for processing and delivering any affidavit and $500.00 per person, per day for any personal appearances at depositions, court or otherwise.

THE MANUFACTURER'S WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

SIGNED: _____ DATE: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Attachment (2)

CUSTOMER #: [redacted]

[redacted]

INVOICE

BERGLUND CHEVROLET INC.
Jeep • Buick • Pontiac
1824 WILLIAMSON RD. P.O. BOX 12608
ROANOKE, VA 24027 Phone (540) 344-1461
www.berglundcars.com

[redacted]

ROANOKE, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 2

SERVICE ADVISOR: 4704 WILLIAM S ROSS III

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PRIMER	00	CADILLAC DEVILLE	1G6KD54Y6YU[redacted]		120000/120000	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAR00 DD			17:00 14SEP09		0.00	CASH	17SEP09

R.O. OPENED	READY
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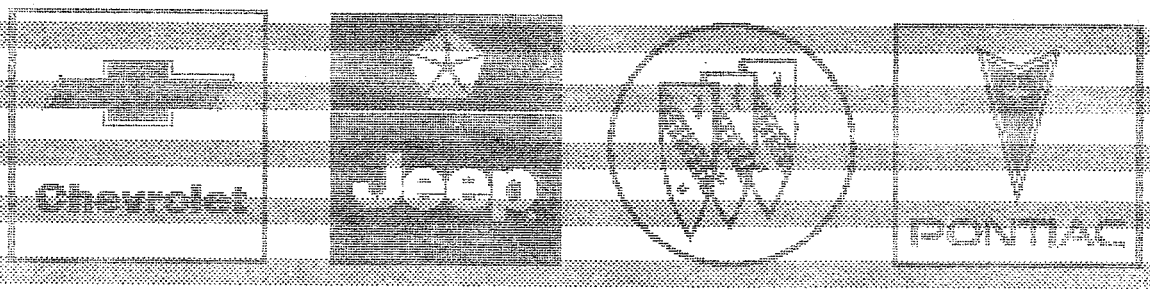
OPTIONS: DLR:037 ENG:4.6_Liter_V8_MFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****BERGLUND CHEVROLET:JEEP:BUICK:PONTIAC****
*********THANKS YOU FOR YOUR BUSINESS********
******** CHECK OUT OUR NEW WEB-SITE *********
*YOU CAN NOW REACH US AT www.berglundcars.com
*LOCAL 344-1474*** OR 1-800-234-1461*********
** KEEP IN MIND OUR NEW MOBILE SERVICE VAN **
*********** YOU CAN COUNT ON US **********



I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage for any delays caused in performing the repair work. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree that you are not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control, and that you are not responsible for damages from freezing due to lack of antifreeze.
Unless otherwise specified, I understand labor time billed for is based on times estimated for jobs in industry manuals and not actual time spent. I acknowledge that the total estimate of repairs includes all parts, labor, handling and diagnosis and agree that, if closer analysis finds that additional repairs are necessary, I will be contacted for authorization if the amount I must pay will be increased by more than 10%. I understand terms are cash, approved check or credit card unless other arrangements are made in advance. If payment of this invoice in full is not paid when due, and is placed with attorneys for collection, or if suit is instituted to enforce payment hereof, I agree to pay your actual costs of collection including your attorneys fees. I agree that storage will be added at the rate of $20.00 per day after 48 hours from time of notification vehicle is ready.
I agree that if the repairs described above become an issue in litigation such that you or any of your employees are required or requested to participate by personal appearance, deposition, affidavit or otherwise, I will pay you $100.00 for processing and delivering any affidavit and $500.00 per person, per day for any personal appearances at depositions, court or otherwise.
THE MANUFACTURER'S WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

SIGNED: _____ DATE: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	582.00
PARTS AMOUNT	257.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	33.56
TOTAL CHARGES	872.66
LESS INSURANCE	0.00
SALES TAX	14.54
PLEASE PAY THIS AMOUNT	887.20

CUSTOMER COPY

CADILLAC OF ROANOKE
2743-45 FRANKLIN RD SW
ROANOKE, VA 24014
(540) 344-9274

Attachment 3

[redacted]
ROANOKE, VA [redacted]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

SCHEDULE YOUR APPOINTMENT TODAY!

[redacted]

AS A VALUED CADILLAC OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF FEBRUARY 2016, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR CADILLAC DEVILLE:

14299 UNINTENDED IGNITION KEY ROTATION

[redacted]

GM

GMRPCU212R 00041445G BAC-00000293280 [redacted] 1G6KD[redacted]

VALLEY CADILLAC
2743-45 FRANKLIN RD SW
ROANOKE, VA 24014
(540) 344-9274

Attachment 4

[redacted]
ROANOKE, VA [redacted]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

SCHEDULE YOUR APPOINTMENT TODAY!

[redacted]

AS A VALUED CADILLAC OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF AUGUST 2015, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR CADILLAC DEVILLE:

14299 UNINTENDED IGNITION KEY ROTATION

[redacted]

GM

GMRPCU807B 00086294G BAC-00000117078 [redacted] 1G6KD54Y6YU[redacted]

SEE YOUR LOCAL GM DEALER

5

[redacted]

ROANOKE, VA [redacted]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

SCHEDULE YOUR APPOINTMENT TODAY!

[redacted]

AS A VALUED CADILLAC OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF MAY 2016, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR CADILLAC DEVILLE:

14299 UNINTENDED IGNITION KEY ROTATION

[redacted]

GM

GMRPCU508Q 00027656C BAC-00000293280 [redacted] 1G6KD5[redacted]

[redacted]

Roanoke, Va. [redacted]

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

20590-