

THOMAS J. MILLER
ATTORNEY GENERAL



8:03 C I AGN

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DES MOINES, IA 50319
Main: 515-281-5926
Toll Free: 888-777-4590 (In Iowa)
Fax: 515-281-6771
consumer@iowa.gov
www.iowaattorneygeneral.gov

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

IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

November 5, 2018

NOV 13 2018

[REDACTED]
Sioux Rapids, IA [REDACTED]

CL-11156148-9584

Re: [REDACTED] vs General Motors

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

We have received and reviewed your letter about the above-referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was **forwarded** to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit.

Sincerely,

LISA JUDGE
Investigator
Lisa.Judge@ag.iowa.gov

Copy to:

- ✓ National Highway Traffic Safety Administration
Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

TPP

EA
11-30-18
LD

RECEIVED
18 OCT 11 PM 9:48
CONSUMER PROTECTION DIV.

Dear Attorney General Miller:

(Sept 2018)

They told me they didn't know when it would be but they would call me. So I called GM they gave me a CASE NUMBER [REDACTED] and someone would give me a call.

Sincerely Yours,

SIoux RAPIDS, IA

How to tell if
your vehicle
has this
condition

This is your vehicle's passenger airbag telltale:



If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, your vehicle may have the condition described in this letter.

What will we
do?

The permanent service repair is currently under development. When parts are available for the permanent repair, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.recalls.gm.com.

What should
you do?

If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, schedule an appointment with your General Motors dealer. Your dealer will replace the inflatable restraint passenger presence module. This is not a permanent repair. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 50 minutes. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

Did you already
pay for this
repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2018, unless state law specifies a longer reimbursement period.

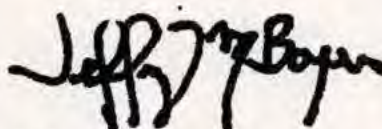
Do you have
questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).

called 3/10/18
If, after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 17V061.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Case



Jeffrey M. Boyer
Vice President
Global Vehicle Safety



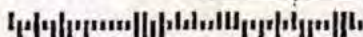
Pontiac
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



17036 1G2MB35B76

SIOUX RAPIDS, IA



May 2017

This notice applies to your vehicle, VIN: 1G2MB35B76

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2006 model year Pontiac Solstice was involved in GM recall 17036. This letter is to inform you that parts for the interim repair are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2006 model year Pontiac Solstice vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 17036.
- If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, schedule an appointment with your General Motors dealer. Your dealer will replace the inflatable restraint passenger presence module. This is not a permanent repair. When the revised service part is available, you will receive another letter advising you to return your vehicle to the dealer for the permanent correction.
- This service will be performed for you at no charge.

Why is your vehicle being recalled?

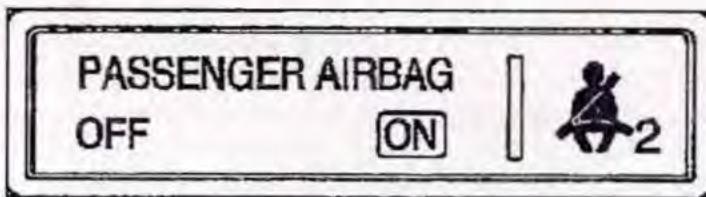
Vehicles are equipped with a passenger airbag suppression system (PPS) that is designed to determine whether the passenger seat is occupied by a child and whether the front passenger airbag should be suppressed during a crash. The PPS system uses a flexible sensor mat inside the passenger seat. Occupant pressure on the seat in the same location can, over time, bend and damage the sensor's printed conductor. In severe cases, this damage can cause an open circuit in the sensor. While the sensor circuit is open, the PPS module will indicate to the vehicle's sensing and diagnostic module (SDM) that a fault exists in the PPS system, and the SDM will—by default—suppress the front passenger airbag during a crash.

If an active fault exists in the PPS system and a crash occurs, the SDM will not deploy the front passenger airbag. If an adult is occupying the passenger seat, the suppression of the front passenger airbag could increase the risk of injury to the passenger.



How to tell if your vehicle has this condition

This is your vehicle's passenger airbag telltale:



If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, your vehicle may have the condition described in this letter.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your General Motors dealer will replace the front passenger presence sensor. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

What should you do?

Until your vehicle is repaired, anytime your vehicle's passenger airbag telltale indicates that the airbag is off, the front passenger airbag will not deploy during a crash. If an adult is occupying the passenger seat, and the front passenger airbag is off, the risk of injury to the passenger could be increased during a crash.

Do you have questions?

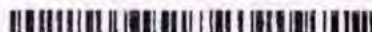
If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 17V061.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A handwritten signature in black ink, appearing to read "Jeffrey M. Boyer".

Jeffrey M. Boyer
Vice President
Global Vehicle Safety





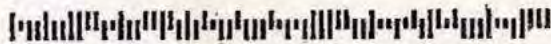
Pontiac
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



17036 1G2MB35B76Y114616

SILOUX RAPIDS, IA



March 2017

This notice applies to your vehicle, VIN: 1G2MB35B76Y

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2006 model year Pontiac Solstice vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 17036.

Why is your vehicle being recalled?

Vehicles are equipped with a passenger airbag suppression system (PPS) that is designed to determine whether the passenger seat is occupied by a child and whether the front passenger airbag should be suppressed during a crash. The PPS system uses a flexible sensor mat inside the passenger seat. Occupant pressure on the seat in the same location can, over time, bend and damage the sensor's printed conductor. In severe cases, this damage can cause an open circuit in the sensor. While the sensor circuit is open, the PPS module will indicate to the vehicle's sensing and diagnostic module (SDM) that a fault exists in the PPS system, and the SDM will—by default—suppress the front passenger airbag during a crash.

If an active fault exists in the PPS system and a crash occurs, the SDM will not deploy the front passenger airbag. If an adult is occupying the passenger seat, the suppression of the front passenger airbag could increase the risk of injury to the passenger.

GM



RECALL INFORMATION PROCESSING CENTER
P.O. BOX 909989
MILWAUKEE, WI 53209-9989

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GENERAL MOTORS



RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

1G2MB35B76

SIoux RAPIDS, IA

IMPORTANT

GMRPCU707L 00027545C

SEE YOUR LOCAL GM DEALER

SIoux RAPIDS, IA

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



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

ACCORDING TO OUR RECORDS, AS OF JULY 2018, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR PONTIAC SOLSTICE:

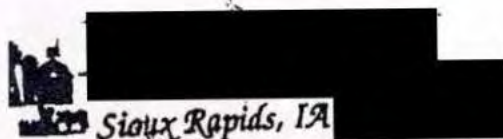
17036 PASSENGER PRESENCE SYSTEM



GMRPGU707L 000275450 BAC-00000151986

SEE YOUR LOCAL GM DEALER FOR DETAILS

1G2MB36B7



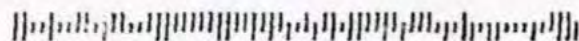
DES MOINES IA 500

09 OCT 2003 PM 2 L



Office of the Attorney General of Iowa
Hoover State office Building
1305 E. Walnut Street
Des Moines, Ia. 50319

50319-010993



State of Iowa
Department of Justice
CONSUMER PROTECTION DIVISION
Second Floor, Hoover Building
Des Moines, Iowa 50319-0109

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National Highway Traffic Safety Administration
Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

JAW2SAB 20590

