

June 17th, 2021

NHTSA

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

1200 New Jersey SE West Building

Washington DC 20590

RE: GM vehicle recall for defective shifter switch.

I have written a letter to the Federal Trade Association with documents attached about the GM recall for defective shifter switch. I have had issues with my 2006 Saturn ION which was one of the vehicles involved in this recall. I have not been able to get help from GM or the Ca. Attorney General Rob Bonta.

I send you this letter to you, along with my letter and documents to the FTC, as another agency that could possibly help me in having a car provides me with safety.

Thank you,

Port Hueneme (pronounced Y-Nee-Me) CA [REDACTED]

email [REDACTED]

June 17th, 2021

List of enclosed documents.

1. Letter to the FTC
2. Service invoice dated 1-20-2014 for replacement of shifter switch with reimbursement check from Alexander Buick in Oxnard CA..
3. Notice from GM dated December, 2014 on the shifter switch recall.
4. Services invoices dated 2-12-2016, 101-29-2019 and 3-3-2021.
5. Letters to GM dated 3-12-2021 and 4-27-2021 with return receipt.
6. Letter from GM dated 5-11-2021 offering reimbursement (see #2.)
7. Letter dated 5-15-2021 to Ca. Attorney General with attached return receipt.
8. Copy of Ventura County Star newspaper article regarding settlement with Ca. on vehicle recall.
9. Letter dated 5-15-2010 from me to GM.
10. Copy of my duplicate title (lost the original.)
11. Wikipedia article regarding GM recall of ignition switch with NHTSA fining GM (page 6.)

June 17th, 2021

Federal Trade Commission

600 Pennsylvania Ave NW

Washington DC 20580

RE: GM vehicle recall

On June 5th, 2006 I purchased a brand new Saturn ION from the Bunnin GM dealership (now Alexander Buick in Oxnard CA..). The vehicle recall for the defective shifter switch was later found to have been known by GM long before I purchased my car.

Everything was fine until one day I could not get the car to turn off. I jiggled the key and finally it turned off. A couple of days later the same thing. I called Alexander Buick to make an appointment to see what was wrong. The service documents and all other correspondence regarding this matter are attached.

1. 1-20-2014. Service for Shifter Interlock Switch. NOTE: At this time I did not know about the recall for this situation and neither did the dealership. Defective switch sent by GM and replaced by Alexander Buick. Charge was \$267.80. In December of 2014 GM sent a letter addressing this recall issue and stated there would be no charge. More about this charge below.

2. 2-12-2016. Same problem arose and I took it in to Alexander Buick. Intermittant Poor Contact at Shifter Switch. GM sent another defective switch and Alexander Buick installed it. Covered by Warranty

3. 10-29-2019. Same problem. Alexander Buick fixed. Shifter Control Failure As Per Special Policy # [REDACTED] GM sent another defective switch and Alexander Buick installed it. Covered by Warranty

4. 3-3-2021. Same problem. Found Shifter Control Having Internal Failure. Fixed. GM had sent another defective switch and Alexander Buick installed it. At this time the service manager told me that this switch was going to be expired and no longer available (GM # [REDACTED]). I asked what would I do if/when it locked up on me again. He had no answer.

I feel GM, and in a lesser position Alexander Buick for continuing to install a product they knew was defective, are responsible for me still driving a vehicle where the recall was not addressed

and fixed.

On March 12th, 2021, I wrote a letter to GM explaining my situation and in that letter I noted I was charged \$267.80 in January of 2014 but in December of 2014 I received a letter from GM about the recall and all expenses paid by consumer would be reimbursed. I said in that letter that I remember getting a form for reimbursement but don't remember signing it.

May 11th, 2021. I received a letter from GM with a form for reimbursement of the \$267.80. No mention of dealing with the defective switch and I have not heard from GM again. I filled out the form and took it to Alexander Buick and they informed me they had paid me a check on 1-14-2015. Yes, they did and I had totally forgotten it so the \$267.80 is no longer an issue.

Now I go online to learn about this recall and that's when I found out GM had known about it in the early 2000's. It was a huge recall. I saw that GM had settled with the State of California for \$5.75 million.

On May 15th, 2021, I wrote a letter back to GM and told them I appreciated the offer of reimbursement but they did not address the big problem, what were they going to do to ensure I had a safe car to drive.

On May 15th, 2021, I wrote California Attorney General Rob Bonta. I asked how that money was distributed since I owned one of those recalled vehicles and as I write this letter nobody has contacted me.

I am very concerned that nobody else is concerned. I asked for your intervention on my behalf to see what, if anything, I am entitled to from GM.

Thank you



Port Hueneme (pronounced Y-Nee-Me) California 

email: 

Attached are documents that I have concerning my efforts.

I also am sending this same letter and documents to NHTSA (see page 6 about NHTSA fining GM) in hopes that what one agency cannot do the other might be able to do. Copy of that letter also attached.



CA 93036-7998
2200

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
6:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	1/20/14	
R/O Close Date	1/20/14	Pre-Invoice
Mileage In	18052	Mileage Out
	18055	
Service Advisor / Tag #		
TEODORO SANTOY/5937		
Vehicle Identification Number		
1G8AJ55F06Z		
Delivery Date	6/05/06	In-Service Date
		6/05/06
Color	STORM GREY	License Number

Sale

000374724 CAL000374663

Work Phone		
Home Phone		
Model	ION 2 SDN	Body
		4DR SEDAN
Batch		

AND PARTS	AMOUNT
#1 - 015: MISCELLANEOUS CUSTOMER STATES WHEN TRYING TO TURN KEY TO OFF POSITION TO TURN VEHICLE OFF, KEY WILL NOT TURN TO TURN OFF VEHICLE INSPECT AND ADVISE Caused by INSPECTED FOUND POOR CONTACT AT SHIFTER INTERLOCK SWITCH Work performed by STEVE S. (SS) Installed 15793413 :SL-N-SOLENOID (04053-C) 1@80.30 REMOVED AND REPLACED SOLENOID-SWITCH ASSEMBLY RECH ECK OK Sub Total: 267.80	187. 80.
#2 - CATIRE: SET TIRE PRESSURES PER CARB STANDARDS Caused by INFLATED TIRE PRESSURES TO LISTED BELOW Work performed by STEVE S. (SS) SET FRONT AND REAR TIRES TO 32 PSI Sub Total: .00	
#3 - 40BUZD: BRAKE SYSTEM DIA. CUSTOMER STATES WHEN BRAKES ARE APPLIED TO COME TO STOP VEHICLE PULLS SLIGHTLY TO THE RIGHT INSPECT AND ADVISE Caused by INSPECTED FOUND FRONT ROTORS WARPED, BRAKES OK AT 8 MM Work performed by STEVE S. (SS) REURFACED BOTH FRONT ROTORS RECHECK OK	150.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

168AJ55F0LZ

Alexander
of Oxnard



BMC



1600 Auto Center Drive - Oxnard, CA 93036
Phone: (805) 988-2200

WELLS FARGO BANK
91-42771221 883

DATE 1/14/2015

MOBILE 40 80

Pay Two Hundred Sixty-Seven Dollars and Eighty Cents

TO THE ORDER OF
PORT HUENEME, CA

ITEM # WAVEROTBG

Security Features:
Results of document alteration:
Packaged icon
VOID Package
Microprint
Security Screen
Artificial Watermark
FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

1/27/2015 10:40:06

ENDORSE HERE:

Deposit Only
Account

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE

Electronic Endorsements:

BOFD > 1/27/2015

1/27/2015



December 2014

Port Hueneme, CA

Dear

As the owner of a 2006 model year Saturn ION equipped with an automatic transmission, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your vehicle's transmission shifter may not properly transmit an electrical signal that allows the ignition key to be turned counter clockwise past the accessory mode to the "LOCK" position after the vehicle has been shifted into park. If this occurs, the ignition key cannot be removed from the ignition cylinder without depressing the manual release plunger located on the underside of the steering column as described in the owner's manual. A key left in the accessory position for an extended period of time may result in severe battery drain and a possible no start condition.

Do not take your vehicle to your General Motors dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2006 Saturn ION within 15 years of the date your vehicle was originally placed in service, regardless of vehicle mileage or ownership, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

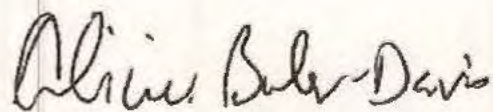
What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your General Motors dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, 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 December 31, 2015, unless state law specifies a longer reimbursement period.

GM

If you have any questions or concerns that your dealer is unable to resolve, please contact the Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

A handwritten signature in black ink that reads "Alicia Boler-Davis". The signature is written in a cursive, flowing style.

Alicia Boler-Davis
Sr. Vice President-Global Quality & Customer Experience

Enclosure
GM Recall Number: 14632 ,



1600 Auto Center Drive - Oxnard, CA 93036-7998
Phone: (805) 988-2200

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	2/12/16	State	
R/O Close Date	2/12/16	Pre-Invoice	
Mileage In	22323	Mileage Out	22323
Service Advisor / Tag #			
TEODORO SANTOY/6585*W*			
Vehicle Identification Number			
1G8AJ55F06Z			
Delivery Date	6/05/06	In Service Date	6/05/06
Color		License Number	
STORM GREY			

BAR# 269275 EPA# CAL000374724 CAL000374663

Work Phone		Home Phone	
PORT HUENEME, CA			
Year	Make	Model	Body
2006	SATURN	ION 2 SDN	4DR SEDAN

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 52CDZ04: INTERIOR TRIM CHECK IGNITION LOCK CYLINDER KEY BINDS TO COME OUT OF IGNITION Caused by INSPECTED FOUND INTERMITTANT POOR CONTACT AT SHIFT ER PARK SWITCH Work performed by STEVE S. (SS) Installed 15793413 :SL-N-SOLENOID (04053-C) REMOVED AND REPLACED SOLENOID RECHECK OK 9100112 LBR .7 Qty: 1	Warranty Warranty
#2 - CATIRE: SET TIRE PRESSURES PER CARB STANDARDS Work performed by STEVE S. (SS) SET TIRE TO SPECIFICATIONS AS NOTED ON FEDERAL DOO R STICKER	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

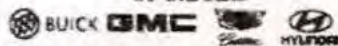
LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Alexander

OF OXNARD



1501 E Ventura Blvd. - Oxnard, CA 93036
Phone: (805) 988-2200

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

10/29/19

R/O Close Date

Status

10/29/19

Pre-Invoice

Mileage In

Mileage Out

29805

29805

Service Advisor / Tag #

JUNIOR SANTOY/4427*W*

Work Phone

Vehicle Identification Number

1G8AJ55F062

AR# 269275 EPA# CAL000374724

PORT HUENEME, CA

Delivery Date

In Service Date

6/05/06

6/05/06

Year

Make

Model

Body

Color

License Number

2006

SATURN

ION 2 SDN

4DR SEDAN

STORM GREY

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Email:

#1 - 54CDZ01: BODY ELECT CONCERN

CUSTOMER STATES KEY GETS STUCK IN ON POSITION AND
WILL NOT RELEASE FROM CYLINDER INSPECT AND ADVISE

Caused by

INSPECTED VERIFIED CONCERN FOUND SHIFTER CONTROL
FAILURE AS PER SPECAIL POLICY 14632

Tech: Jose Lozano (367)

Installed 15793389 :SL-N-CONTROL (04004-C)

REMOVED AND REPLACED SHIFTER CONTROL ASSEMBLY

RECHECK OK

9900114 LBR .6

Qty: 1

Warranty
Warranty

#2 - CATIRE: SET TIRE PRESSURES PER CARB STANDARDS

Tech: Jose Lozano (367)

SET TIRE TO SPECIFICATIONS AS NOTED ON FEDERAL
DOOR STICKER

Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

All parts new unless specifically noted.

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

Alexander

OF OXNARD



1501 E Ventura Blvd - Oxnard, CA 93036
Phone: (805) 988-2200

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	3/03/21	Status
R/O Close Date	3/11/21	Pre-Invoice
Mileage In	32107	Mileage Out
Mileage In	32107	Mileage Out
Service Advisor / Tag #	JUNIOR SANTOY/3561	
Vehicle Identification #	1G8AJ55F062	
Delivery Date	6/05/06	In-Service Date
Color	STORM GREY	License Number

DAR# 260375 FRM# CAL 000374724

PORT HUENEME, CA			Work Phone	
			Home Phone	
Year	Make	Model		
2006	SATURN	ION 2 SDN	4DR SEDAN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - 54CDZ01: BODY ELECT CONCERN C/S: CUSTOMER KEY BINDS AND GETS STUCK IN IGNITION CYLINDER AND WILL NOT RELEASE INSPECT AND ADVISE Caused by INSPECTED FOUND SHIFTER CONTROL HAVING INTERNAL FAILURE Tech: Jose Lozano (367) 9/21/20 Installed 15793389 :N-CONTROL (04004-C) REMOVED AND REPLACED SHIFTER CONTROL ASSEMBLY AS PER SPECIAL POLICY 9900114 LBR .6, ADD LBR .3	Qty: 1 Warranty Warranty
[REDACTED] EXPIRES 6/5/21	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

All parts new unless specifically noted.

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

March 12th, 2021

General Motors Compay

PO Box 33170

Detroit, MI 48232-5170

RE: Ignition Switch Recall

I'm unsure what department to send this letter. Please redirect it to the right place.

This letter is concerning my 2006 Saturn Ion which is part of the recall from GM. Attached are papers and invoices to help in trying to resolve this matter.

I bought my car in June of 2006 (see copy of title.) The first time the ignition switch locked up was on 1-20-2014. I was charged \$187,5 plus \$80,30. In December of 2014 (12 months later) the recall was announced. Also I sent in the reimbursement form in but I don't remember getting any money back. I did noticed as I am writing this that I did not sign it which is strange so perhaps I did not send it back. Could you check on this for me.

The second time the car locked up on me was 2-12-2016.

The third time the car locked up on me was 10-23-2019.

The fourth time the car locked up on me was 3-11-2021.

I was also informed by the dealership that the warranty will expire 6-5-2021, # [REDACTED] I have the letter GM sent to me in December 2014 which, in part, states regardless of mileage or ownership. this condition will be repaired at no charge and nothing about a future expiration date. Am I going to be "grandfathered" in, or more important give authorization to the dealership to fix whatever is behind causing the switch going out. But to give me four defective switches over the last six years is not acceptable to me

There has to be a permanent solution to this problem. I drive everyday with trepadation and I am afraid.

Thank you

[REDACTED]
Port Hueneme CA [REDACTED]

April 27th, 2021

General Motors Company

PO Box 33170

Detroit MI 4823205170

RE: Ignition Switch Recall

This is my second letter to your company. I have not had any reply from anyone.

Enclosed is the previous letter dated March 12th, 2021, four service repairs for the defective switch, my original title, two separate notices from GM regarding the recall, and the receipt that it was received by Michael Gracey on March 18th, 2021.

Thank you

[REDACTED]

Port Hueneme CA [REDACTED]

[REDACTED]

Email: [REDACTED]

Customer Assistance Center
GM
PO Box 33170
Detroit, MI 48232-5170



May 11, 2021

[REDACTED]
Port Hueneme, CA [REDACTED]

Dear [REDACTED]

Thank you for your recent contact to the Saturn Customer Assistance Center.

Enclosed is the GM Product Field Action Customer Reimbursement Request Form. Please complete the form in its entirety and present it to your dealer with all required documents (see the attached reimbursement request form for details). Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Also we need to have a clear copy of repair order where you had to pay for the repair of the said Ignition switch assembly.

After receiving your completed claim form and documentation, your dealer will carefully review the documents to confirm the repairs were directly related to the condition described in the recall/special coverage. While we cannot guarantee all reimbursement requests will be honored, each request will be carefully reviewed for reimbursement consideration.

At Saturn, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request: [REDACTED]



0May 15th, 2021

Attorney General Rob Bonta
1300 "I" Street
Sacramento CA 95814-2919

Mr Bonta

Enclosed is a newspaper article dated February 14th, 2021 about a settlement with California from GM and that is the reason for my letter.

I bought a 2006 Saturn Ion in 2006. Enclosed are documents from the defective ignition switch that happened to my car from 2014 until 2021. Also enclosed are letters written to GM asking them to help me in solving this issue so I am not afraid to drive my car. They just responded to my letters sending me a copy for possible reimbursement for \$267.50 that I had to pay in 2014 before GM issued a letter stating this would be covered by them. Also enclosed is a letter from GM stating coverage will be extened regardless of mileage or age of vehicle, yet when I took my car to Alexander Buick service on 3-21-2021, the manager told me GM will not honor the warranty nor supply this part #14632(defective as it still is) after June, 2021.

I am still left with a defective ignition switch and a possible \$267.50 from GM. Not satisfactory! If the settlement to California covered me I would like to know what I have to do to see what I may be entitled to. I cannot sell this car and so here

Is the 5.75 million to California part of that \$900 million for the United States.

Thank you

Port Hueneme CA

Enclosures:

4 copies of service to vehicle to replace defective ignition switch dating from 2014 until 2021.

Letter from GM with reimbursement form dated May 11, 2021(which I am taking to my dealership next week.)

Letter from GM dated April, 2013 regarding defective ignition switch.

Letter from GM dated December, 2014, regarding defective ignition switch.

Copy of Ventura County Star newspaper regarding the CA settlement from GM

Letter sent to GM on March 12th, 2021

Letter sent to GM on April 27th, 2021.

Article from online Wikipedia about the GM igniton switch recall. I only sent the face page. There were 6 other pages.

My letter back to GM dated 5-15-2021

General Motors settles with state for \$5.75M

ASSOCIATED PRESS

SACRAMENTO – General Motors Co. has agreed to a \$5.75 million settlement with California regarding false statements the company made to investors about problems with its deadly ignition switches, state officials announced Friday. The faulty ignition switches led to at least 124 fatalities and 274 injuries nationwide. The defect also resulted in the recall of more than 9 million vehicles in 2014 – one of the biggest recalls in the nation’s history – from the largest U.S. automaker because the switches sometimes caused the sudden termination of electrical systems, including power steering and power brakes.

In 2015, GM agreed to pay a \$900 million settlement to end a U.S. Department of Justice criminal probe, as well as \$1 million in 2017 to the U.S. Securities and Exchange Commission for an accounting case. Later that year, the automaker settled with dozens of states for \$120 million.

GM did not admit any wrongdoing as part of the 2021 agreement with California.

“We are pleased to have cooperated with the State of California to resolve this matter,” GM said in a statement Friday.

California’s settlement came about because the state’s largest pension system, the California

Public Employees’ Retirement System, lost millions of dollars in GM stock. The company knew about the faulty switches in 2005 but failed to report it to federal authorities until 2014, officials said, and hid the problems from investors.

Automakers must notify the National Highway and Traffic Safety Administration within five days of finding out about a safety defect.

“General Motors cheated California twice – first by concealing a fatal flaw in its vehicles, then by concealing the facts about the flaw in its financial disclosures, which affected the retirement investments of public servants across California,” Attorney General Xavier Becerra said in a statement. “This settlement finally holds GM to account.”

May 15th, 2021

Customer Assistance Center

GM

PO Box 33170

Detroit, MI 48232-5170

Thank you for answering my letters to you and for sending me a reimbursement request form for the money I had to pay in 2014 for a defective ignition switch. It was seven years ago and I am grateful to get it. I will get it to my dealer in a couple of days.

The possible reimbursement is welcome but did not address the crux of my letters. I am very concerned about the defective ignition switch being continued to be placed in my 2006 Saturn Ion on four different occasions from 2014 until 2021 (all this paperwork was submitted in my last letters.) I'm also concerned when the service manager at Alexander Buick in Ventura Ca told me that GM will not honor this issue nor continue to carry the part (defective) beginning in June of 2021. That leaves me in a situation that is not solved. I am asking what GM will do to help me so I am safe driving this vehicle. I might add that other than the ignition switch this has been a wonderful car.

I did see, and I have enclosed a copy from our newspaper dated February 14, 2021 about a settlement with California for 5.75 million dollars. How was that money to be allotted. Nobody from Attorney General Xavier Becerra's, who was California's AG then but as of April 23, 2021 it is Rob Bonta, office ever contacted me. I'm still in a rather dangerous situation and I am always fearful when I drive.

I am never going to be able to sell this vehicle to anyone else. Do you have anything else besides a possible \$267.50 to offer me.

Port Hueneme CA [REDACTED]

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

DUPLICATE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER
1G8AJ55F06YR
MODEL
2006 STRNBODY TYPE MODEL
4DAX UNLADEN
WEIGHT

FUEL TRANSFER DATE

FEES PAID

REGISTRATION
EXPIRATION DATE
06/08/2021YR 1ST
SOLD

CLASS

YR

MO

EQUIPMENT/TRUST NUMBER

ISSUE DATE
11/20/20

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
06/05/2006ODOMETER READING
32 MI

ACTUAL MILEAGE

PRT HUENEME CA

I certify (or declare) under penalty of perjury under the laws of the State of California that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. DATE

X

SIGNATURE OF REGISTERED OWNER

1b.

DATE

X

SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [] [] [] [] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked. Mileage is VOID if altered or erased.

WARNING ☐ Odometer reading is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE

TRANSFEROR/SELLER SIGNATURE

DATE

TRANSFEREE/BUYER SIGNATURE

X

X

PRINTED NAME OF SELLER OR AGENT SIGNING FOR A COMPANY

PRINTED NAME OF BUYER OR AGENT SIGNING FOR A COMPANY

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

2. X

Signature releases interest in vehicle. (Company names must be countersigned)

Release Date

KEEP IN A SAFE PLACE - VOID IF ALTERED

General Motors ignition switch recalls

On February 6, 2014, General Motors (GM) recalled about 800,000 of its small cars due to faulty ignition switches, which could shut off the engine while the vehicle was in motion and thereby prevent the airbags from inflating.^[1] The company continued to recall more of its cars over the next several months, resulting in nearly 30 million cars recalled worldwide^[2] and paid compensation for 124 deaths.^[3] The fault had been known to GM for at least a decade prior to the recall being declared.^[4] As part of a Deferred Prosecution Agreement, GM agreed to forfeit \$900 million to the United States.^[5]

General Motors ignition switch recalls

Date	February 6, 2014
Cause	Faulty ignition switch
Outcome	30 million cars worldwide recalled; paid compensation for 124 deaths; forfeited \$900 million to the United States

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Initial and subsequent recalls

The first recall was announced on February 7, 2014, and involved about 800,000 Chevrolet Cobalts and Pontiac G5s.^[1] On March 31, GM announced it was going to recall over 1.5 million more cars of six different models, due to faulty power steering. Of these, over 1.3 million were in the United States, and

three of the models were also involved in the faulty ignition recall. The total number of cars recalled during 2014 as of 1 April was 6.26 million.^[6] On May 15, GM recalled 2.7 million more cars, bringing the total number of recalled vehicles in 2014 to 12.8 million worldwide, 11.1 million of which were in the United States.^[7]

On June 16, 2014, GM announced they were recalling 3.4 million more cars, all of which were produced from 2000 to 2004. They also announced that they intended to replace the cars' keys, because if they did not, the ignition switches could rotate, causing the car's engines to shut off, disabling power steering.^[8]

On June 30, 2014, GM announced they were going to recall 8.45 million additional cars, almost all of which were being recalled for defective ignition switches. This announcement brought the total number of recalled cars in North America to about 29 million.^[9] In November 2014 emails surfaced that showed GM ordered a half-million replacement ignition switches nearly two months before ordering a recall.^[10]

Cause of ignition failure

General Motors did not meet two specific requirements — torque required and vibration environment — for the ignition switch. The torque, or rotational power that prevents the ignition switch from changing modes, was required to be between 10 N·cm and 20 N·cm (Newton centimeters). However, it was less than 10 N·cm, a force so little that made it prone to changes in modes which could potentially shut off the engine.^[11] The switch was required to withstand exposure to a vibration environment without damage or loss of function. Yet, it was discovered that during extreme moments of vibrations, or even with the presence of heavy objects on a keychain, the switch would change modes from Run to Accessory without the intent of the driver. The ignition switch was designed to remove power from the vehicle's airbags when in the Off or Accessory mode.^[11] Therefore, this was a safety hazard: If the switch changed from Run to Accessory and the vehicle was involved in an accident, it would no longer have power to release the airbags, and it would be difficult for the driver to steer and brake.^[12] General Motors was aware of this potential problem, and held meetings about it, as early as 2005.^[13]

Quantifying fatalities

The faulty ignition switches have been linked to 124 deaths by GM.^[3] Originally, they only linked the failures to 13 deaths and 31 crashes.^[14] The company only counted incidents resulting in head-on collisions in which the airbags did not deploy. It did not include, for example, an incident where after a car's ignition switch failed, the car "spun out, hydroplaned, hit an oncoming vehicle and rolled off the road, dropping 15 feet into a creek".^[15] In a collision in which two young women in a Chevrolet Cobalt were killed when the ignition switch shut off the engine, GM only counted the death of the woman in the front seat, because the death of the woman in the back seat was not caused by the failure of the airbag to deploy.^[16] Most of the victims were under age 25.^[17] On June 3, 2014, Reuters published an analysis concluding that the faulty switches were responsible for 74 deaths, based on Fatality Analysis Reporting System data. General Motors disputed its conclusion, and stood by their original figure of 13 deaths after the report was released as of June 3, 2014.^[18] By the end of September, Reuters stated in an article that 153 deaths were linked to the faulty ignition switch.^[19] As of March 2015, GM had offered compensation for 11 Category One injuries, along with 115 Category Two injuries.^[20] In April 2015, GM officially noted that the death toll was believed to have reached 87, higher than the previous number of 74 they reported in March 2015.^[21] Upon its completion, the compensation fund established by GM had offered compensation for 124 deaths, nearly 10 times more than the 13 deaths GM executives reported in April

2014.^{[3][22]} However, the true number of deaths resulting from the ignition switch is likely higher; GM's compensation fund rejected more than 90% of claims and it did not include claims that are part of the ongoing Multidistrict Litigation.^{[3][23]}

Public disclosure of the problem

The defect was not disclosed by GM nor was it discovered by government regulators or transportation safety agencies. Instead, public knowledge came about because Lance Cooper, a Marietta, Georgia attorney who sued GM on behalf of the family of a woman who had died in a crash, obtained thousands of pages of documents from GM and took the depositions of several GM engineers. According to Sean Kane, the president of a vehicle safety research firm, Cooper "single-handedly set the stage for this recall."^[24]

Reaction to the recall

The families of the 13 people who died in car crashes involving the recalled vehicles gathered outside the US Capitol prior to Mary Barra's testimony on April 1. They were joined by four Democratic politicians in support of tougher rules regarding the disclosure of automobile defects.^[25] At the Capitol, they also said that their relatives had died "because they were a cost of doing business GM style."^[26] The recall cost GM more than \$3 billion in shareholders' value over four weeks.^[27]

One mother, Laura Christian, created a Facebook page to bring together the family, friends and those who support them.^[28]

Testimony and lawsuits

Congressional testimony

Mary Barra's testimony also stated that she does not know why it took nearly a decade to try to initiate a recall, but that she has accelerated efforts to fix the switches,^[29] and that she offers "my sincere apologies to everyone who has been affected by this recall, especially to the families and friends of those who lost their lives or were injured. I am deeply sorry."^{[30][31]} These remarks were sharply criticized by some of the victims' family members, one of whom dismissed Barra's meeting with them as a mere PR stunt,^[14] and by Heidi Moore, who wrote that "[Barra] saying sorry to Congress won't cut it" and that GM "has been good at telling stories that the public wants to hear."^[32] Also attending the hearing will be David J. Friedman, the Acting Administrator of the National Highway Traffic Safety Administration (NHTSA), who will be asked why he did not act sooner to recall the cars with the faulty switches, since the NHTSA was aware of the problem before the recall.^[25] Friedman's written testimony blames GM for not conveying "critical information" to regulators which could have led to recalls years earlier.^[25]

Barra made a number of statements during her testimony which received much media attention. She testified that General Motors would employ Kenneth Feinberg as a consultant to help them decide how to compensate families of those injured by the recalled cars. This decision was praised by Paul M. Barrett, who wrote in *Businessweek* that "...bringing in Feinberg is an excellent first step" because he has more than 20 years of experience in mass-injury cases.^[33] Barra also said that she asked attorney Anton

R. Valukas to help find out why GM took so long to initiate a recall of the defective cars,^[34] and that a full account of why this did not happen sooner would have to wait until the results of Valukas' investigation were announced.^[35]

Another of her widely reported remarks was that she found GM's concern about the cost of replacing the faulty switches "disturbing" (this was in response to Congresswoman Diana DeGette telling the subcommittee that it would have only cost 57 cents to fix each faulty ignition switch).^[36] After being asked by Missouri Senator Claire McCaskill whether a GM engineer had apparently lied under oath, Barra confirmed that this had indeed happened (or at least seemed to).^[35] McCaskill later appeared on *This Week*, where she said of GM that "They've tried to lawyer up and play whack-a-mole with these lawsuits, and terrible things have happened," and that "Now it's time for them to come clean, be transparent and most of all make victims whole no matter when this deadly ignition caused heartbreak in their families."^[37]

During the hearings, Barbara Boxer asked Barra why, during the 33 years she worked at GM prior to becoming the CEO in 2013, she never heard anything about the faulty ignition switches. After Barra failed to give a substantive answer, Boxer exclaimed to her that "You don't know anything about anything," and that "If this is the new GM leadership, it's pretty lacking."^[38]^[39]

Also in April 2014, federal safety regulators testified before Congress that they had expected the airbags in the defective cars to be able to deploy for 60 seconds after the engine stalled, but General Motors later told the Associated Press that they actually can only do so for 150 milliseconds.^[40]

Reactions to Barra's testimony

In the *Wall Street Journal*, Holman Jenkins praised the fact that Barra did not argue that the failure to recall the defective vehicles was due to "...the problems of a company that no longer exists and a product that's no longer made." However, for the same reason, he also criticized her for suggesting that the company would be more customer-focused with her as the CEO than it was when GM first found out about the faulty switches.^[41]

Lawsuits

A large number of lawsuits have been filed in response to the recall, by those claiming to have been injured due to the recalled vehicles' faulty switches. These lawsuits include at least two class action ones, one filed by a man from Myerstown, Pennsylvania on April 2 and another filed in federal court in California.^[42] Two other lawsuits have also named Delphi Automotive, the car parts manufacturer who produced the defective switches, as one of the parties partly responsible for the deaths caused by the now-recalled vehicles.^[43] On July 29, 2014, a lawsuit was filed in US District Court in Manhattan on behalf of 658 people who claim that they were injured or killed because of the faulty ignition switches in GM's recalled cars. The lawsuit alleges that GM knew about the faulty switches since 2001 but did not recall any of its cars until 2014.^[44] The Orange County District Attorney has also filed a lawsuit against GM on behalf of the People of the State of California alleging the company engaged in unfair competition and false advertising in violation of California law when it failed to disclose defects.^[45]

In April 2016, General Motors reached a confidential settlement with the Pittsburgh-based law firm Pribanic & Pribanic in a wrongful death lawsuit^[46]^[47]^[48] filed on behalf of the family of James E. Yingling III – a Pennsylvania man killed in a November 2013 one-vehicle crash. The case was selected as the third in a series of bellwether trials related to the company's extensive recall of defective ignition

switches.^[49] General Motors won the first two bellwether cases, but days before the Yingling case was expected to go to trial, General Motors offered a settlement that both Mr. Yingling's widow, Nadia, and lead attorney Victor Pribanic found acceptable.^[50]

Prosecution deferred and compensation to victims

On September 17, 2015, General Motors entered into a Deferred Prosecution Agreement with the United States Department of Justice, in which GM admitted that "from in or about the spring of 2012 through in or about February 2014, GM failed to disclose a deadly safety defect to its U.S. regulator ... It also falsely represented to consumers that vehicles containing the defect posed no safety concern."^[5] As part of the Deferred Prosecution Agreement, GM agreed to forfeit \$900 million to the United States.^{[5][51]} GM gave \$600 million in compensation to surviving victims of accidents caused by faulty ignition switches.^{[52][53]}

Ethical implications

General Motors corporate culture of secrecy encouraged a lack of communication that contributed to the company's unethical actions as they attempted cover up the defective ignition switch scandal. The faulty ignition switch that was part of numerous GM car designs caused the vehicle's mode to change abruptly, shutting off the engine, and preventing the airbags from being released. Numerous consumers were injured and others died when their vehicles were involved in accidents during the last decade.^[11] The company experienced serious legal and ethical consequences.^[54] General Motors lawyers were aware of the defect since 2005 and failed to communicate this issue to the upper management. This included CEO, Mary Barra, and the board of directors who claim to have learned about the defect in January 2014. By concealing such pertinent information they violated clearly defined ethical obligations and state rules and federal law such as the Sarbanes – Oxley Act (SOX).^[55] Just like the lawyers, GM engineers were aware of the issue as well. They had received reports about these faulty ignition switches and discussed possible solutions as early as 2005. However, they decided not to fix this issue because it was costly and time consuming.^[56] General Motors recall after nearly a decade had a significant impact on the company's reputation. In addition, they expected sales to decline since customers would associate the company with the scandal.^[57] The CEO, declared that GM's reputation "won't be determined by recall itself, but how we address the problem".^[58] The company was determined to honor Barra's promise and, as a result, hired outside attorney Anton Valukas to conduct an internal investigation. The investigation found "a pattern of incompetence and neglect at the company, but no cover-up". Barra stated she planned to act on all of Valukas's recommendations, including firing 15 employees who were determined to have acted inappropriately and disciplining five others.^[60] In addition, General Motors launched a compensation program for victims who were harmed by the faulty ignition switch that prompted a recall of more than two and a half million vehicles.^[59]

GM's statements on the safety of recalled cars

General Motors has stated that the recalled cars are safe to drive unless the driver has additional keys attached to the key ring. However, some consumer advocacy groups have urged GM to declare the cars unsafe for driving no matter what, saying they still pose a danger.^[61] In fact, a lawsuit was filed in court on April 4, with the plaintiffs aiming to force GM to declare its recalled cars unsafe to drive, but judge, Nelva Gonzales Ramos, refrained from doing so that day, saying she needed more information.

Aftermath

Repairs

GM said the parts needed to repair the faulty ignition switches were expected to become available on April 7, 2014. However, that same day, CNN Money contacted six dealerships, none of whom had received these parts. A spokesman for GM, Alan Adler, said that he didn't know how many replacement parts had been shipped to dealerships, or when the majority of parts would be available.^[63]

Fines

On April 8, the NHTSA fined GM \$28,000, because the company hadn't supplied the agency with the information it had requested it give them by April 3, and the agency charged them \$7,000 for each day after then that GM didn't provide this information.^[64] On May 16, GM agreed to pay the Department of Transportation the maximum fine of \$35 million for delaying the recall of the defective cars they recalled earlier in 2014.^[65]

Executive departures

On April 14, 2014, GM announced that two of its executives Selim Bingol, senior vice president for global communications and public policy, and Melissa Howell, senior vice president for global human resources, were departing the company. GM did not say whether Bingol and Howell had resigned or were fired.^[66]

Valukas report

On June 5, 2014, Valukas' report on the recall was made public. In it, he asserted that the company's failure to fix the defective switches sooner was not due to a cover-up on the company's part,^[67] but rather due to "their failure to understand, quite simply, how the car was built."^[68] The report led to Barra firing 15 of her employees.^[67]

Feinberg plan

On June 30, 2014, Kenneth Feinberg unveiled a plan to compensate victims of recalled GM cars, including an agreement to pay "whatever it costs" to do so. At a press conference held by the National Press Club, Feinberg added that the compensation fund will accept applications from August 1, 2014 until the end of the year, and that he has the last word as to how much the victims' families should be compensated.^[69]^[70] In the first week after the fund began accepting applications, 125 claims were filed, 63 involving fatalities.^[71] As of September 15, 2014, according to Feinberg's deputy administrator, Camille Biros, 19 deaths are eligible for compensation under Feinberg's plan.^[72]

References

- Valdes-Dapena, Peter. "GM: Steps to a recall nightmare" (<https://money.cnn.com/infographic/pf/autos/gm-recall-timeline/>). *CNN Money*. Retrieved June 17, 2014.
- "GM agrees \$900m settlement for faulty ignition switches" (<https://www.bbc.com/news/business-34276419>). *BBC*.

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