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6/17/02

Attn: Administrator, General Motors Corporation

In January 2002 this defect (See General motors corporation notice.) cost me 1,096.49 in damage to my vehicle. (See meissner dealer invoice). The mishap hap-pen January 19, 2002 and the notice was sent to me April of 2002, after the fact.

This situation was inevitable there was no way for me to know the precautions before hand so I'm entitled to a full reimbursement from the General Motors Corporation what I paid to get the car fixed. You may contact me at [REDACTED] Ext: [REDACTED] or [REDACTED] My address is [REDACTED] Apartment [REDACTED] Lansdowne PA. [REDACTED]. Thank You.

[REDACTED]

Enclosures

EXECUTIVE SECRETARIAT
2002 JUN 28 A 10: 26
PENNSYLVANIA DEPARTMENT OF TRANSPORTATION
TRAFFIC SAFETY ADM.

RECEIVED
02 JUN 31 AM 10: 22
OFFICE
DEFECTS INVESTIGATION

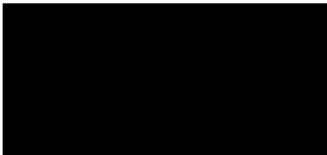
3036-88-212 is an internal GM document. It is not to be distributed outside GM. If you have any questions, please contact the GM Customer Care Center at 1-800-4-A-GM. Thank you.

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Enclosures

ENCLOSURES

REDACTED



General Motors Corporation
 Customer Assistance Center
 PO Box 33136
 Detroit, MI 48232-5136

02008-S
 April, 2002

Dear General Motors Customer:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1995-1997 Chevrolet Cavalier and Pontiac Sunfire model cars, and 1996-1997 Buick Skylark, Oldsmobile Achieva, and Pontiac Grand Am model cars. If the engine fails to start and the driver holds the key in the "start" position for an extended period, high current flows through the ignition switch, and sometimes produces enough heat to melt internal switch parts. If the switch is damaged, a fire could occur in the steering column, even with the engine off and the key removed. The fire could spread to the interior of the car which could injure occupants of the car or cause damage to adjoining structures.

The purpose of this letter is to explain this product safety recall, what GM is doing to correct it, and what you can do immediately to reduce the potential for a fire and its consequences. Customers who have experienced this problem usually report that they recently had problems starting their cars. While most of the fires occurred within minutes of an unsuccessful attempt to start the car, others occurred after the car had been unattended for a longer time. If you are experiencing problems starting your car, have it repaired promptly and do not leave the car in a building.

Please know that we understand the concern this may cause and the need to correct it as quickly as we can. Until we are able to install a relay kit in your car that will prevent high current from flowing through the ignition switch, there are two very important precautions you can take to reduce the potential for a fire:

- Do not hold the key in the "start" position if the starter does not immediately begin cranking the engine. A low battery charge and other starting system problems can create a situation where the driver turns the key to the "start" position and nothing happens other than a clicking sound. If that happens, turn the key back to "off" immediately. Holding the key in "start" longer will not help to start the car, but can cause damage to the ignition switch that can eventually lead to a fire.
- If you encounter difficulty starting your car, have it repaired promptly to minimize the potential for damage to the ignition switch. The ignition switch in your vehicle may become damaged and the damage could lead to a fire if you:
 - (1) have a failing battery and do not replace it promptly and
 - (2) experience "click" with no start three or more times and
 - (3) jump-start the car three or more times.



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle. PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE. SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

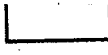
- I have never owned this vehicle Vehicle damaged beyond repair Vehicle stolen and not recovered
- Campaign Completed on Date ___/___/___ by Self Other Vehicle Sold/Traded/Returned to:

NEW OWNER/FIRM NAME

ADDRESS

00000113834

02008 3C1 JF52T1TS908163 C-1



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
 PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
 SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

- I have never owned this vehicle
 Vehicle damaged beyond repair
 Vehicle stolen and not recovered
 Campaign Completed on Date ___/___/___ by Self
 Other
 Vehicle Sold/Traded/Returned to:

00000113834
 02008 3G1JF52T1TS [REDACTED] C-I
 [REDACTED]
 PHILADELPHIA, PA [REDACTED]

NEW OWNER/FIRM NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIPCODE _____

(AREA CODE) PHONE NUMBER _____

OWNER SIGNATURE _____

What GM is Doing: When parts are available, your dealer will (1) install a relay kit that will prevent high current from flowing through the ignition switch and (2) check that your car will start with a properly charged battery and, if necessary, replace the ignition switch. These services will be performed for you at **no charge**. Battery replacement and other normal maintenance, however, are not covered by this recall.

Contacting Your Dealer: GM is working with its suppliers as quickly as it can to obtain the relay kits for these cars. Based on the anticipated schedule, we are asking customers to contact their dealers in specific months. We expect to have a kit available for your car in **June 2002**. Please save this letter and make a note on your calendar to call your dealer in **June 2002** to arrange a service date. If your dealer is then unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired*
Buick	1-800-521-7300	1-800-832-8425
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Chevrolet	1-800-222-1020	1-800-833-2438
GMODC	(905) 644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate customer assistance center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately one (1) hour. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).