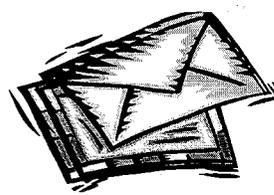


# NHTSA ccmMercury Routing Slip



CL-10617967-6352

Printed: 10/16/2014

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

**NHTSA #:** ES14-004613  
**XREF #:**  
**Delivery:** EML

**Rec'd Date:** 10/16/2014  
**Doc Type:** CNG  
**Address To:** DOT/I

**Referred By:** NPO-011  
**Doc Date:** 10/7/2014  
**Due Date:** 11/14/2014

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject:** LETTER FROM SENATOR SANDERS ON BEHALF OF CONSTITUENT [REDACTED] RE A MOTOR VEHICLE COMPLAINT- 2006 PONTIAC SOLSTICE (ATTN: GRETCHEN BAILEY)

**Ack Date:**  
**Sign Office:** DIR. GOVT. AFFAIRS

**Ack By:**  
**Signature:** ALISON PASCALE

**Signed For:**

**Cleared Date:**

**Cleared By:**

**Cleared For:**

**File Loc:**

**XREF File:**

**Closed Date:**

**Added By:** CBUTLER x60180

**Modified By:** Chris.Butler

**Most Recent Comment:**

## Author:

The Honorable BERNARD SANDERS  
U.S. HOUSE OF REPRESENTATIVES  
1 CHURCH STREET, 3RD FLOOR  
BURLINGTON, VT 05401  
*Tel:* 802-862-0697 *Fax:* 802-860-6370 *E-mail:*

OCT 16 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	10/16/2014		
NVS-200	REPLY	10/16/2014	11/14/2014	
NVS-010	INFORMATION	10/16/2014		10/16/2014

ET  
10/16/14  
SMD

BERNARD SANDERS  
VERMONT

COMMITTEES:  
BUDGET  
ENERGY AND NATURAL RESOURCES  
ENVIRONMENT AND PUBLIC WORKS  
HEALTH, EDUCATION, LABOR, AND  
PENSIONS  
VETERANS' AFFAIRS, CHAIRMAN  
JOINT ECONOMIC

# United States Senate

WASHINGTON, DC 20510-4504

332 SENATE DIRKSEN OFFICE BUILDING  
WASHINGTON, DC 20510  
(202) 224-5141

1 CHURCH STREET, 3RD FLOOR  
BURLINGTON, VT 05401  
(802) 862-0697  
1 (800) 339-9834

www.sanders.senate.gov

**PLEASE REPLY TO BURLINGTON OFFICE**

October 7, 2014

Ms. Jane Terry  
Director Of Government Affairs  
National Transportation Safety Board  
490 L'Enfant Plz SW  
Washington, D.C. 20594

**RE:** [REDACTED], Island Pond, Vermont [REDACTED]

Dear Ms. Terry:

Senator Sanders has asked me to notify you that he has received a request for assistance from his constituent, [REDACTED] of Island Pond, Vermont. As you can see from the attachments, Mr. [REDACTED] has requested Senator Sanders' assistance concerning a complaint he made to NTSB about his vehicle. He is concerned that this safety complaint has not been resolved and that his dealer has estimated that the necessary repair would cost him \$838.32. Given the media reports of General Motors recalls, etc. he is concerned that this particular problem has not been remedied.

We respectfully request that you look into this matter at your earliest convenience and that you give [REDACTED] concerns full and fair consideration, consistent with applicable law and regulations. We also ask that you keep our office apprised of your disposition in this matter.

Thank you in advance for your assistance.

Sincerely,

  
Gretchen Bailey  
Constituent Advocate

Enclosures

ES14-004613

Hello Mr Sanders

My name is [REDACTED], I have been a resident of Island Pond for over 41 years. I am sending this letter to you in the hope that you can help me with a motor vehicle safety issue complaint. In late 2006 I purchased a new Pontiac Solstice. Recently at the mileage of only 33,800 miles, the service airbag warning light came on and indicated an off condition for the passenger seat, even with an adult passenger seated. I took the vehicle to an authorized General Motors dealer, they diagnosed the problem to be a defective seat sensor and estimated the repair to be \$838.32. Although this is a very serious safety issue, General Motors has refused to pay for the repair. I then filed a complaint with NHTSA and found that there have been numerous identical complaints for Pontiac Solstice and other General Motors vehicles. When I take a ride with my wife, it is important for me to know that she has the same airbag protection as I. I have a hard time understanding why NHTSA has not done their job by requiring GM to take care of this very dangerous issue before a death occurs.

Any help you can provide is greatly appreciated.

Respectfully [REDACTED]

[REDACTED]  
Island Pond Vermont  
[REDACTED]  
[REDACTED]



## Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10617967.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

### 1. Vehicle Information

Vehicle Identification Number (VIN):

1G2MB33B8GY [REDACTED]

Make / Model / Year:

PONTIAC SOLSTICE 2008.

### 2. Incident Information

Approximate Incident Date:

07/24/2014

Vehicle mileage at time of incident:

33,800

Vehicle speed at time of incident:

(mph)

Affected Parts:

Air Bags

Fire:

No

Crash:

No

Injury or Fatality:

No

Tell us what happened:

At 33800 miles, the service airbag warning light came on and indicated an off condition for the passenger seat even with an adult passenger seated. I consider this as a very serious safety problem. If an accident were to occur, the passenger would have no airbag protection. The sensor replacement is very expensive and the passenger airbag remains off. Many solstice owners have had the same problem. I think this is a serious safety issue and a recall should be issued by GM to fix this serious safety issue.

### 3. Personal Information

Name:

Email:

Daytime Phone:

Evening Phone:

Address1:

Address2:

City, State, Zip:

Island Pond, VT [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.866.424.9153

**ST. J. AUTO**  
**500 MEMORIAL DR.**  
**ST. JOHNSBURY, VT 05819**  
**(802) 748 - 1355 FAX: (802) 748 - 5106**

LUKE BERGERON

969

08/14/14

34,183 GREY/

06/PONTIAC/SOLSTICE/2DR CONV

1 G 2 M B 3 3 B X 6 Y

08/14/14

MO: 34183

ISLAND POND, VT

JOB# 1 CHARGES

LABOR

SAFETY RECALL 14063-IGNITION SWITCH REPLACEMENT  
 OP CODE 9100400  
 LABOR HOURS IN DOCUMENT 3925879  
 PERFORMED RECALL 14063-REPLACED IGNITION AND START SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	23240429	CYLINDER KIT 2.188	TOTAL -- PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC\$ JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

PRODUCT SAFETY RECALL-REPLACE IGNITION LOCK CYLINDER  
 AND IGNITION KEY  
 COBALT, HHR, G5, PURSUIT AND ION OP CODE 9100495  
 SKY AND SOLSTICE OP CODE 9100496  
 LABOR TIMES IN DOCUMENT 3925934  
 PERFORMED RECALL 14113, REPLACED IGNITION LOCK CYLINDER AND  
 PERFORMED KEY LEARN PROCEDURE.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC\$ JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CUSTOMER STATES THE SERVICE PASS; SEAT BELT MESSAGE IS ON.  
 GM WARRANTY DIAGNOSIS OP CODE 0600108 1.0 HOURS  
 FOUND CODE B0081-PASS. PRESENCE SYSTEM INVALID SERIAL DATA  
 RECEIVED; TESTED CIRCUITS; FOUND NEEDS MODULE.  
 ADVISED CUSTOMER ON REPAIR; ESTIMATED AT \$838.32

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNC\$ JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

PERFORM MULTIPOINT VEHICLE INSPECTION  
 COMPLETED MULTI POINT INSPECTION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNC\$ JOB# 4 TOTAL 0.00