

[Redacted]
Long Beach, NY [Redacted]

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

May 19, 2014

Criminal Division
United States Attorney's Office
1 St. Andrews Plaza
New York City, NY 10007

David J. Friedman
Acting Administrator
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Re: General Motors defects and corruption

MAY 29 2014

Dear Madam or Sir:

I understand that your office is investigating General Motors (GM) as it relates to an ignition switch defect. More specifically, how GM knew of the safety defect and did not take corrective action including reporting the defect to NHTSA as required.

I am a pro se plaintiff in an action involving old GM [Redacted] v. General Motors Corporation, et al., 08-CV-5224, E.D.N.Y). See also <https://sites.google.com/site/saabfailed>.

I own a Saab 9-5 with a suspension defect. There is proof that GM knew of the defect for years and did not take corrective action. GM covered-up the problem by repeatedly modifying the technical software (Saab Workshop Information System) it provided to dealers. The modifications were intended to make it difficult for owners and dealers to identify the problem defect despite knowing one existed. Additionally, I can document that GM had even earlier knowledge of the problems with the chassis design because of service bulletins GM issued for similar models built on a similar chassis.

This defect is more than a mere defect in that it involves an apparently fraudulent vehicle weight rating placard affixed to each Saab 9-5 vehicle. The Gross Vehicle Weight Rating (GVWR) on the placard cannot be correct given the widespread problems experienced by owners at vehicle payloads well below the GVWR.

I do not know of any deaths related to this defect. NHTSA investigators could not dedicate the resources to investigating this problem despite my urging them to do so. A potentially fatal tire blowout has almost happened to myself and others. As these Saab 9-5 vehicles age, the problem becomes more widespread because the suspensions fail with load over time, thereby increasing the risk to owners. Saturn L-series owners are also at a related risk. In addition to the risk of sudden tire failure, there is a risk of losing control of the vehicle because the suspension cannot

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respond to maintain proper vehicle control.

An aspect of this that is not addressed in the media, but one I attempted to address in my complaint, is that GM went so far as to structure its warranty process so that anything dealers deemed "normal" could go uncorrected. What is meant by normal can include issues that are "typically defective" and does not preclude defects GM has knowledge about. Dealers are usually not technically qualified to deem anything "normal" or "safe." Additionally, dealers were often paid minimal diagnostic fees (many dealers sued GM over the lack of diagnostic fees, but lost on a technicality because GM had an obscured way to bill for that time). Hence, dealers were financially incentivized by GM to get customers out the door with minimal cost to GM. Third party customer service entities hired by GM were paid flat fees to encourage minimal goodwill repairs by GM as these repairs were structured to come from the third party budgets. Upon information, this entity is/was called IBM-Minacs, formed by IBM and Minacs Group. The GM machinery was designed to push product without concern for quality or liability. Normal at GM includes both non-defective and defective.

I write to support your investigative efforts of what appears to be a pattern of behavior at GM suggesting lawless impunity. Such behavior is unacceptable. The investigations need to go beyond just the ignition switch defect. As a member of the public I could be injured by GM's product even if not driving a GM vehicle. GM's disregard for public safety should raise serious questions both criminally and concerning continued judicial support of any bankruptcy protection of the new company for the old/new company's wrongs.

I am happy to answer any questions or provide additional information. My phone number is [REDACTED] [REDACTED] I can be reached at the above address.

Sincerely,

[REDACTED]
c. Mary T. Barra
General Motors, CEO
400 Renaissance Center #2500
Detroit, MI 48243

Senator Charles E. Schumer
via FAX: 202-228-3027

Senator Kirsten Gillibrand
via FAX: 202-228-0282

Representative Carolyn McCarthy
via FAX: 202-225-5758

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