

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)		FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received JUN 28 2012 13-JUN-2012	
Name [REDACTED]		Repository ☐	
Address [REDACTED]		Reference No. 10461634	
City POWDER SPRINGS State GA Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]	
		Evening Telephone Number [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GYFNCE30CS [REDACTED]		Make CADILLAC	Model SRX
		Model Year 2012	
Date Purchased 5/15/12	Dealer's Name and Telephone Number CAPITAL CADILLAC		Engine: No: Cylinders 6
Original Owner ☒	Dealer's City SMYRNA	State GA	Fuel Type: FLEX
	Zip Code 30080		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s) 31-MAY-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL		Failure Mileage LESS THAN 500 460?	Failure Speed 0
SAFETY FEATURE		LOCK	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:		Failed Part:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police YES - SEE BELOW	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 2012 CADILLAC SRX. THE CONTACT STATED THAT HE WAS ABLE TO REMOVE THE KEY FROM THE IGNITION WHILE THE GEAR WAS SHIFTED INTO DRIVE. THE VEHICLE ROLLED BACKWARD DOWN A HILL AND INTO A NEIGHBORING YARD. THE VEHICLE THEN ROLLED FORWARD AND CRASHED INTO A TREE, FENCE, AND TRAMPOLINE. THE VEHICLE FINALLY CAME TO A COMPLETE STOP. THE POLICE WERE NOTIFIED AND A REPORT WAS AVAILABLE. THE CONTACT STATED THAT NEITHER THE ON-STAR SYSTEM OR THE ANTI THEFT SYSTEM FUNCTIONED DURING THE FAILURE. THERE WERE NO INJURIES REPORTED, BUT THE SIDE OF THE VEHICLE SUFFERED SEVERE DAMAGE. THE VEHICLE WAS TOWED TO A DEALER FOR REPAIR. THE MANUFACTURER WAS NOTIFIED AND A CLAIM WAS FILED. NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 500.			
SEE PREVIOUS LETTER TO RADDY REID			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

[REDACTED]
Powder Springs, GA
[REDACTED]

June 22, 2012

Randy Reid, Chief
Correspondence Research Division
U.S. Department of Transportation
NHTSA
Office of Defects Investigation (NVS210)
1200 New Jersey Avenue SE
West Building
Washington D.C. 20590

RE: ODI Complaint # 10461634

Dear Mr. Reid,

I am writing this letter in response to the Vehicle Owner's Questionnaire that I received via email earlier today. As I suspected the lady on the phone did not type in the information for the accident the way it happened. She was confused on the telephone so I would like to thank you for the opportunity to tell you the story of what did happen with my 2012 Cadillac SRX on May 31, 2012. I have attached all sent and received emails from GM, witness statements, and police report, a copy of my notes and can email you photos upon request.

In the Narrative Description Section of your form, the information should have been as follows:

My daughter and I came home and pulled the vehicle into my carport. We exited the vehicle, locked it with the RKE and continued to unlock the house door and go inside to eat. Approximately 20 to 30 minutes later we walked back outside to find my car in the neighbors yard across the street facing the other direction. Upon further inspection by myself, the witnesses (after the crash) and the police, the car was in still in DRIVE and was locked. It had allowed me to exit the vehicle and lock it from the outside with the RKE.

We were able to track the vehicle by the items it struck and the grass tracks and discovered that the vehicle backed out of my carport, curved sharply to the left, struck a lamp post on the drivers side quarter panel, continued thru my yard, making a horseshoe type turn back into my neighbors driveway (note that my yard is pretty big – approx 50' across and driveway approx 75' long) at this point the vehicle did a 180 degree turn and came back down my neighbors driveway, veered left again back into my yard, hitting a dogwood tree the whole way down the passenger side, then continued across the street and over my neighbors chain link fence and into their children's trampoline. It pushed the trampoline forward several feet and then rolled back to a stop.

I called the dealership and asked, if my car had to be in park in order to lock the vehicle with the RKE and they responded with a YES before I told them what had happened to the car. I knew as soon as I saw the doors locked that this was a safety malfunction or engineering error.

I reported the problem to GM (Claim # [REDACTED]) and to make a long story a little bit shorter (you can read the attached notes and emails if needed) they called me on June 13th and stated to me....*We are denying your claim for the following reason: On this particular make and this particular model (and I believe they said this particular year) the only safety feature to keep you from locking this vehicle while in drive is the flashing light on the dash and **we are not liable because it does not state in our owners manual that "the vehicle must be in park in order to lock it."** I have requested their determination in writing twice and received nothing but a form letter with no reason. (see attached letter from GM)*

I have tested many vehicles with a push button start since this and to date have not found one vehicle that would allow you to lock it while still in DRIVE. The Chrysler 300 rental I have will not even allow you to turn it off. So my response to GM's Central Claims Department all along is *that this is a safety hazard and there should be a warning in the manual.* They will not respond to my request for a safety recall or notice to owners of the SRX.

Continue on Page 2

I do not understand why every other car in their fleet, and every other car in America, has a safety features to keep this from happening and GM believes they are exempt on this vehicle because it isn't in the owner's manual? Common sense would tell anyone that **if this is standard on ALL other vehicles, then it should be in their manual as a WARNING.**

Also, **OnStar nor the vehicles anti-theft system functioned during this failure. Why the crazy path of destruction? The power steering obviously did not lock** or the car would have rolled straight back. And **how does a car that is turned off in drive, leave a flat surface in reverse?** We have tested several vehicles in the same spot and they would not budge without being pushed. If a vehicle is sitting between my carport and driveway, the vehicle will begin to roll immediately when you remove your foot from the brake.

It is very lucky that the neighbor's children were not on their trampoline that afternoon. It hit the trampoline extremely hard.

I have repeatedly asked for them to do something to keep the next person from having bodily injury from this type of accident but to no concern on the part of GM. **They are risking the safety of others and they are fully aware of it.** Again, please see the attached emails, etc to further explain all that has happened. If you need any additional information from me, please feel free to contact me at the numbers above.

I really do feel it is a huge safety issue and I was under the impression that all vehicles must have more than a visual to let you know that your vehicle remains in drive. A keyed car will not let you remove the key while the car is still in Drive, a push button start should have the same feature in some way. Isn't it a safety feature required by the DOT due to the number of accidents of this nature? I sure thought it was but the gentleman that I requested the information from at the DOT never called me back to answer the question.

Thank you for your prompt attention in this matter.





NOTES

5/31/12 - 6/22/12

**Cadillac Accident**

1 message

Fri, Jun 22, 2012 at 3:46 PM

Reply-To: [REDACTED]

To: [REDACTED]

From: [REDACTED]

Cadillac Accident

Car Accident 5/31/12 Happened between 2:45 and 3:20 pm

Progressive Claim # [REDACTED]

adjustor: Kathy Walker 770.943.3531



Officer Evans PSPD - report # 12 005384

SALESMAN

Approximately 3:25 pm - Called Gamala- Before I told him what happened to the car, I asked him if the car had to be in park when the car was turned off in order for the RKE to lock the door from the outside of the car and he said yes.

Called GFB - Mitch was not in 770.943.3531

Called Progressive Claims line - reported accident

Talked to Gamala several times after and it was obvious that he didn't really want to talk anymore about it and basically told me I needed to let my insurance company handle it. He arranged for my car to be picked up and towed back to Capital Cadillac....probably a BIG mistake on my part. Told me the service manager was going to call me but he never did, just had the car picked up by an outside towing company.

Approximately 6:15 - Called Cadillac safety line, explained the story to Chris. After telling him the story he kept putting me on hold, finally asked him just to call me back after he was finished talking to whomever it was that he kept putting me on hold for so that I could finish with officer evans of Powder Springs PD and my neighbors.

The officer even told me it looked like a vehicle malfunction to him. The car didn't just go down the drive way, the power steering never locked sending it on path of destruction.

Chris from Cadillac called me back and told me because of the amount of damage, it would have to be investigated by a service request company and to give the following case # to my insurance adjustor [REDACTED]

Notes for when Cadillac calls back:

I was mistaken, the kids did not see the accident, but were out there with me immediately after I found the car - OnStar never called - alarm never went off - power steering allowed the car to make a complete U turn.

6/1/12

Called the adjustor first thing this morning and told her the information from Cadillac. Asked her about the insurance companies inspection of the car also and was informed that they would only be inspecting for

damages not any kind of malfunction. Do have rental up to \$30 a day for 30 days. Enterprises Rent a Car ~ Jimmy Lee Smith Parkway ~ 770 223 1103 ~ Reservation [REDACTED]

Mitch Simmons with GFB called and I told him that Cathy said they would not be inspecting the car for malfunction. He made a call to Cathy and Cathy called me back and she finally got what had happened. Sent the pics to Mitch.

Remembered that [REDACTED] brother was outside when we arrived home. Will talk to him next time he is over to see make sure he saw us pull all the way into the carport.

Gamala called from Capital Cadillac to check on me after he saw the car, he knew how upset I was from yesterday after he told me the car should NOT allow me to lock it if the car is in drive.

Kellin with Cadillac/GM (Business Resource Center - Product Alligation) 866.790.5700 Ext. 41026 called, told him the whole story while he was taking notes. Explained that we believe it was a car safety problem and that I wanted a new car and a recall or warning notice sent to all owners of the vehicle before anyone got hurt. We were lucky the girls across the street were not on their trampoline as they are every day. He basically said this was beyond his ability to handle and that it would be forwarded to Detroit. They would call me back in 7 to 10 days. Read disclaimer that I was responsible for rental car if there was no problem found with the car. Calling back Monday to tell him I am not waiting 7 to 10 days and to read disclaimer to me again. Call not recorded to my knowledge.

6/3/12 - Did experiment with 99 Jeep Grand Cherokee (no safety features) and 2012 Camry (with safety features, neither moved more than an inch when left in drive or neutral, both being alone and rocking the car from the inside. If pushed the Camry would move. 2012 Camry would not let you remove key without the car being in Park. Even grandson's stroller was designed to stop if rolling down the hill when pushed.

Lurking questions for me:

Why did car move in reverse direction if left in drive on a flat surface? I understand that once the car left the carport, there was no stopping it but the car was pulled completely in over the lip where carport meets driveway as seen in pics.

Why did power steering not automatically lock when turned off or better yet, why did the car allow me to lock the car from the RKE outside the vehicle if the power steering wasn't locked?

Why didn't OnStar or alarm not go off?

Why did car allow me to lock with the REK from the outside if it was still in drive?

Why didn't car start rolling immediately when I got out or after the door was closed?

Ha....reminds you when you leave the keys in the car but the only safety in regards to it being in drive when turned off is a visual on the dashboard...just can't believe the steering didn't lock and it allowed me to lock from the outside with the RKE while still in drive.

Funny Thing....to this point Cadillac has had no explanation as to why the car would do this.

6/4/12 - Mitch Simmons called....take additional pics showing the carport is level..

11:30 - Called Kellen at GM Product Alligation, left message to please call me back

Info on Safety: Federal Motor Vehicle Safety Standards @ US Dept of Transportation

DOT Vehicle Safety Hotline 1-800-424-9393

Safety and Vehicle Compliance 202-486-7812

Mike called from Progressive while at dealership with my car....could not believe the whole thing either. Was going to talk to Jeff (service mgr). Left Mike a message to call me back and let me know what Jeff said.

Cathy Walker called and said there were two problems if I didn't let Cadillac begin the repairs....1. Progressive will not pay for rental car unless my car is being repaired and 2.) Cadillac may charge me for storage if I don't allow them to begin work immediately.

Called Gamala and asked if he could find out whether or not they would charge me storage until things are settled with GM and told him my plans to contact DOT, new stations, and all blogs I could possibly find because GM is telling me they are going to take so long. Asked if there was any way the dealership could help move this along because I wanted to be able to tell people that in the long run, Capital helped me resolve the issue. Said he would get with Jeff and other higher ups to get me some answers and get back with me.

5:20 pm - Kellen called back. Explained to him that I could not wait the 7 to 10 days and that I would take appropriate measures on the local level and internet to warn people of this hazard. Said there was nothing he could do to expedite that it had already been forwarded to GM Central Claims Office in Detroit. He said that whatever I did outside customer assistance is my business. Again, call not recorded to my knowledge.

5:35 Never heard back from Gamala...called his cell phone and he didn't answer.

6/5/12 - Gamala called and said Jeff was fine with the car being on the lot, not to worry. synopsis

Returned rental car. Will drive daughters Honda until she returns from CA.

6/6/12

Called Mitch to talk about what I should do....just chit chatted but I'm pretty sure he agrees that it was a default.

Called Cathy, she returned my call. Let her know that Capital was not going to charge storage fees and that I returned the rental car. Told her I thought I was going to go ahead and call DOT and report the accident since GM is taking their time.

Posted the story on my facebook and Cadillac's page

6/7/12

Woke up to a response on fb from a customer service rep at Cadillac. She asked if she could look into it for me so I messaged her and gave her my case # and phone number.

Testing in an Acura TL with Technology Package. The car would not allow you to lock it while in Drive or Neutral whether the car was off or on accessory.

FB Rep returned private message that my claim was now in the legal department.

See posts on mine and Cadillac's fb page at anytime to get more of the story

Received a call from Cadillac Claims Representative:

Jemeia Price

Jemeia Price@gm.com

800.888.0164

1-800-888-0164 fax

She received my claim and needed the police report, witness statements, pictures, etc. Gave me her number etc. and told me that she was calling the dealership to have them inspect the car and she would get back with me after she spoke with him.

06/08/12 - As expected, called Jeime Price, she was not in and did not return my phone call. Got all witness statements. Wrote my statement, picked up police report, Karla Lynch and Megan wrote their statements, Karla took additional pictures for me. Ran like crazy to get police report and all the information that Jemeia requested.

06/10/12 - Sent all requested information to Jeime Price via email....see attached.

6/11/12 - Called Jeime and left another message. She called back and told me that she had a call into Capital Cadillac for their Safety Inspection and she would call me when they contacted her.

Jemeia has all relevant information and it is in for review.....made me think she was doing me a favor getting this looked into and told me from this point it could take a while.

6/12/12 - Sent Jeime a letter requesting an immediate response since I do feel this is a safety issue and they are telling me it is going to take forever. See email dated 6/12/12 to Ms. Price.

6/13/12 - Ms. Price called me and stated the following: GM IS DENYING MY CLAIM BECAUSE "ON THIS PARTICULAR MAKE AND THIS PARTICULAR MODEL IN THIS PARTICULAR YEAR, THE ONLY SAFETY FEATURE TO KEEP YOU FROM LOCKING THE VEHICLE WHILE STILL IN DRIVE IS THE FLASHING LIGHT ON THE DASH BOARD AND GM IS NOT RESPONSIBLE BECAUSE THE DRIVERS MANUAL DOES NOT STATE "THE VEHICLE MUST BE IN PARK IN ORDER TO LOCK YOUR CAR"

Sent her an email requesting their decision in writing....see attached

Called info into Monica at NHTSA 888 327 4236 - ODI Complaint # 11165173

Received confirmation from email from NHTSA that complaint had been received and was in review.

Sent Ms. Price additional request as to why the power-steering lock failed and again requested that it be answered in writing.

06/15/12 - Received the attached email from Ms. Price denying my claim without reason and telling me I cannot repair my car even though they had "completed" their investigation.

sent her two emails....one asking again for her statement as to why they were denying my claim in writing and to let her know that I had ordered the repairs to the vehicle since they had finished investigating the SRX and the repairs would take almost a month. Felt it was an injustice that she tell me not to repair my car after giving me the lame excuse of it's not in the manual.

6/21/12 - Received a call from Shaqia Shoals 855.880.1500 Ext. 41580 in the GM Executive Offices. Told her the whole spiel on what happened and how I felt it was a huge safety concern. She told me she could not help me that everything had to be handled thru claims and that she understood my concern but there was nothing further that she could do. Asked her to give it to her supervisor and she told me she couldnt do that, asked her to send it to me in writing and she told me she was NOT ALLOWED to do that.

Received a call from Kellen, the orginal guy in the safety guy in the product allegations department. Told him everything that all these idiots had been telling me about the denial and that they couldnt help me. Again, got nothing but it has to go thru claims.

Warned them both that if something happens to someone because of their lack of concern with this safety issue, they were leaving GM open for a class action.....why bother calling if you cant do anything? Just wasting more of my time on a day filled with meetings.

Also asked them repeatidly how in the world could GM not have to post a warning since every other car in the US has a safety mechanism to keep you from locking the car in drive? Every vehicle with a push button start that we have tried including the one I am driving now (Chrysler 300) will not allow you to lock the vehicle while it is still in drive.

Some will not let you turn it off in drive and some will not let you lock it while in drive, in addition, they send off all kinds of bells and whistles.

Got another call from Kellen but he said he had miss dialed.

6/22/12 - Received email from DOT requesting additional information.



Case # [REDACTED]

1 message

Mon, Jun 11, 2012 at 10:21 AM

To: jemeia.price@gm.com

Jemeia:

I have left you messages on both Friday and this morning. Could you please at least email me back and let me know that you have recieved all 5 of my other emails?

There should be:

My Statement

[REDACTED] Statement

[REDACTED] Statement

Pictures

Police Report

Thank you,

[REDACTED]
Bohemia Group Atlanta
[REDACTED]



MY STATEMENT
TO JEMEA PRICE @ GMAIL.COM

Statement regarding SRX Accident

1 message

Thu, Jun 7, 2012 at 6:52 PM

Here is a synopsis of what happened with my new 2012 Cadillac SRX Premium Model:

My daughter and I came home, pulled it into my carport, after opening the doors, I noticed the back window down so I turned the car back to accessory, rolled the window up, turned the car off and then noticed the drivers window was down so again I turned the car on to the accessory mode, rolled up that window, locked the doors with the RKE came inside and ate. When we went back out the car had rolled out of the carport, made a sharp curve to the left, hit a small lamp post in my yard, curved between two trees, did a complete horseshoe thru my yard rolling back into my neighbors driveway (turning itself completely around) came back up a hill, back thru my yard, hit a SMALL dogwood tree, continued across the street over a fence and into a trampoline then rolled back and finally came to a stop. This path was discovered by the lady whose yard my car had ended up in. The car was in drive with all the doors locked. OnStar nor the alarm went off. It should have never let me lock the car with the RKE when the car was still in drive.

Had someone seen the car moving, they would not have been able to stop it because it remained locked. The car allowed me to turn it off and lock it with the RKE and allowed the power steering to remain on.

I leased this vehicle for work and am unable to meet with clients, casting directors or producers without a decent vehicle to drive and Kellin in the Product Allegations department scared me when he told me it could take from 30 to 120 days to process the claim - I returned the cheap rental car on Tuesday to drive my daughters old Honda while she was in CA but I cant use this for work. Not to mention the fact that it has been a little hard to concentrate on anything else but getting this car taken care of.

So upset, cant believe that little Dogwood tree would cause this much damage to the right side of the vehicle while moving at a fairly low rate of speed. Had the car not allowed me to lock it the RKE because it was in drive, none of this would have ever happened.

Once seeing the car, I ran around to the neighbors and banged on their door to let them know their dogs may have gotten out. Once I made sure everyone was OK, I went back with the girls and my daughter to see the damage. I came into the house, called Capitol Cadillac and before I told the dealership what happened to the vehicle, I asked the question: Does the car have to be turned off and in Park in order for it to let you use the RKE to lock the car and they responded with a yes.

I called the claim into progressive. While I was reporting it the neighbors were all out checking out the damage and found the path of the car and took pictures.

Both the [redacted] and I called the Powder Springs Police Department for a report. While I was on the phone with the progressive adjustor, [redacted] explained to Officer Evans what had happened and the fact that when we found the car, it was in drive and locked. When I finally finished on the phone and went to talk to the officer, he had finished his report. I asked him if he would check the car because I still had not touched it. He told me that he already had, [redacted] had showed and told him everything and he would be putting it in the report that the car was locked and in drive. He told me that he thought it was a vehicle malfunction too.

We have tried putting three different types of vehicles in the carport and tested each one to see whether the vehicles would roll out while in drive. They each rolled back one inch and stopped. Sitting in each car and rocking it would not budge the cars. You had to physically get out and push the cars to get them to move and the jeep which is about the same weight, was HARD to move at all. See pictures of level on my carport to show that it is flat.

After talking with a friend who has been in the car business forever and him believing I was right about the lack of safety, he tried what happened in the 2012 Acura TL with the technology package.....the car would not lock from the inside or outside with the RKE when the car was in drive or neutral and an alarm continued until the vehicle was in park. My car did NOTHING. I did notice a couple hours later when I finally got in the vehicle to place it in Park, that there was a message on the dash to shift the vehicle to park but again, it let me lock it with the RKE and gave no audible warning that the car was in park.

██████████ Managing Director Bohemia Group Atlanta ██████████ Atlanta, GA ██████████ Phone
██████████ Cell ██████████ ██████████ Home Offices Located in the Historical Taft
Building Hollywood and Vine ██████████ Hollywood, CA ██████████ Phone
██████████ FAX ██████████ ██████████



Emailing: Cadillac was parked in Honda spot, carport level, carport lip, IMG_6426, IMG_6430, IMG_6437, IMG_6441, IMG_6443, IMG_6448, IMG_6449, IMG_6450, IMG_6458, IMG_6470, IMG_6477, IMG_6478, IMG_6483, IMG_6494, IMG_6497, IMG_6498, IMG_6499, IMG_6500, IM

1 message

Sun, Jun 10, 2012 at 4:31 PM

To: Jemeia.price@gm.com

Your message is ready to be sent with the following file or link attachments:

Cadillac was parked in Honda spot

carport level

carport lip

IMG_6426

IMG_6430

IMG_6437

IMG_6441

IMG_6443

IMG_6448

IMG_6449

IMG_6450

IMG_6458

IMG_6470

IMG_6477

IMG_6478

IMG_6483

IMG_6494

IMG_6497

IMG_6498

IMG_6499

IMG_6500

IMG_6501

IMG_6502

IMG_6503

IMG_6504

IMG_6505

IMG_6510

IMG_6513

trampoline was sitting where car rested before collision

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Managing Director Bohemia Group
Cell [REDACTED] Home Offices: Located in the Historical Taft
Building Hollywood and Vine
Hollywood, CA [REDACTED] Phone [REDACTED]
Fax [REDACTED]

29 attachments



Cadillac was parked in Honda spot.jpg

111K



carport level.jpg

79K



carport lip.jpg

101K



IMG_6426.jpg

142K



IMG_6430.jpg

165K

IMG_6437.jpg

195K



IMG_6441.jpg
214K



IMG_6443.jpg
168K



IMG_6448.jpg
167K



IMG_6449.jpg
183K

IMG_6450.jpg
169K



IMG_6458.jpg
146K



IMG_6470.jpg
195K



IMG_6477.jpg
135K



IMG_6478.jpg
160K

IMG_6483.jpg
193K



IMG_6494.jpg
127K



IMG_6497.jpg
132K



IMG_6498.jpg
152K



IMG_6499.jpg
111K

IMG_6500.jpg
69K

IMG_6501.jpg
82K

 **IMG_6502.jpg**
116K

 **IMG_6503.jpg**
112K

 **IMG_6504.jpg**
117K

 **IMG_6505.jpg**
130K

 **IMG_6510.jpg**
180K

 **IMG_6513.jpg**
199K

 **trampoline was sitting where car rested before collision.jpg**
169K



[REDACTED]

Statement

1 message

Sun, Jun 10, 2012 at 2:35 PM

To: jemeia.price@gm.com

Jemeia,

Attached is the statement that [REDACTED] gave me. I dont really know her, this incident is only the second time I met her. She wrote it from the perspective of her and her daughters and she didnt include her information. If you need to contact her, her information is:

[REDACTED]
Powder Springs, GA [REDACTED]

Thank you,



[REDACTED] Statement.pdf

10K

On Thursday, May 31, 2012, I received a phone call at work from my husband around 3:10 pm. He stated I needed to go home because [REDACTED] had called him regarding a car in our backyard. I left for home with my daughter, [REDACTED] and neighbor, [REDACTED].

Meanwhile, [REDACTED] had come knocking at the front door and appeared very upset. [REDACTED] was not able to open the door but looked out the windows as [REDACTED] walked back through the yard toward her house on Dogwood. [REDACTED] thought maybe the dogs had gotten out. When she went to the back door to call them in, Boris was at the steps. She noticed a car in the backyard at that point and no alarm was sounding. She found Snickers hiding in the shed. She had to carry him into the house.

I arrived home and went straight to the backyard. The chain-link fence had been run over and pushed into the yard. The corner post and three other posts were impacted. The Cadillac had crashed into the trampoline and pushed it about ten feet. The Cadillac then lost its forward motion and came back down the yard to rest in a slight valley type area of the yard.

[REDACTED] started taking pictures as I went over to talk to [REDACTED] and her daughter, [REDACTED]. [REDACTED] was on the phone when I arrived and appeared shaken. We talked outside and were confused as to how the car ended up in the front section of my backyard when her driveway lines up with the backside of my property. [REDACTED] went back inside with another phone call.

I looked around and noticed an old lamp pole was bent over to the ground. [REDACTED] said that was not like that before. We then looked further into the grass of the front yard and noticed tire tracks leading in between two trees and monkey grass. The tracks continued to the Ash driveway next door.. This driveway lines up to the side of my house. We were still confused about the final resting place of the car. [REDACTED] and I walked around the car and noticed a large piece of wood wedged into the passenger window frame. Looking back up into the yards, we tried to find which tree had been hit. We found the damaged tree at the street end of the [REDACTED] driveway. As the car backed out of [REDACTED] carport, it went to the left through the yard, between the trees, down the hill side into the [REDACTED] driveway and probably backed up toward the [REDACTED] house with the momentum. The car then came forward down the inclined drive, back into the grass, hit the tree on the passenger side, crossed Dogwood, hit my yard, through the fence down the incline, hit the trampoline, up the yard 10 feet and rolled back to a stop.

[REDACTED] took pictures of the inside of the car - engaged door locks, gear shift position in drive and raised navigation panel.. The circular display was showing a message - "shift to park". Ms. [REDACTED] used the remote to unlock the car and then entered. She shifted the gear handle to park and the navigation panel descended into the dash.

My husband arrived home from work and came to the backyard. He called the police so there would be an incident report. Statements were given and a case number was issued.

[REDACTED]

6/8/12

Dear Ms. Price:

On the day of May 31, 2012, my mother, [REDACTED] and I returned home from running errands. She pulled the car all the way into the carport, like she always does. You can feel a small bump when you pull into our carport with your rear tires and that is how we know our cars are all the way in. My mom even mentioned to me a couple of weeks ago that she had to give the car a little extra gas to get all the way past the bump. This was her new baby and I was no longer allowed to even park my car next to hers. She 86'd me from the carport to the driveway so I could not scratch it when getting out of my car. I got out of the car while my mom was still sitting in it rolling up the windows. When she finally got out of the car, she locked the car and we went inside and ate our lunch.

When we went back outside to smoke about a half hour later, I saw a car in the neighbors yard across the street. I went back into the house to grab a lighter and my mom starting screaming, "[REDACTED] it's our car" She took off running for the vehicle, checked to make sure there was no one or dogs under the car and ran around to their front door.

When she came back around with the [REDACTED] girls, We made sure the dogs were OK and I pointed out all the damages to my mom. That was when we saw that the car was locked and in drive.

I went back inside with my mom while she called the dealer and she asked if this was possible. I didnt hear the dealers side of the conversation but I did hear my mom ask if it was possible for this to happen and heard her respond with "That's what I thought." She told me immediately that her car had a malfunction when she hung up the phone.

I went back outside and the [REDACTED] and I checked out the path the car had taken. It was crazy.....it backed out of the carport then hit a pole in our yard. It went into our neighbors driveway, came back into our yard, hit a little dogwood tree, crossed the street, ran over the fence and trampoline.

My mom never touched the car after the wreck. The remote laid on the dining room table for well over an hour until my mom asked me to go get it so she could unlock the car and put it in drive. She was actually afraid to get anywhere near it because she was not sure if it would move again and she wanted Cadillac to come and check out the car but they never did.

We never heard any alarm and OnStar never called my mom's cell phone or our home phone, which really surprised me. From all the commercials, I thought they were supposed to call you after your car had been in an accident.

I was in and out of our house with the neighbors, my mom, the police and the tow truck driver for the rest afternoon after I took my mom the car key.

You can call me at [REDACTED] if you need me to answer any more answers.

Sincerely,

[REDACTED]

STATEMENT
EMAILED TO MS PRICE ON
6/10/12
OR
6/11/12

**Police Report**

1 message

Sun, Jun 10, 2012 at 2:45 PM

To: jemeia.price@gm.com

Jemeia,

Attached is a copy of the police report. There are a couple of mistakes in it including my last name. Another is when he said I removed the car while he was here. I never touched the car except to get in it, put it in drive and get the paperwork out of the glove compartment for Officer Evans. The tow truck driver actually loaded the car up. He was sent by Capital Cadillac and did not have me sign any paperwork for my vehicle. I was going in circles with insurance agents, neighbors, police, Cadillac and work at that point and didnt even think about it. I dont even have a clue as to who the towing company is.

He also put he [REDACTED] address down as [REDACTED] It is actually [REDACTED] But, I think you will find what you are looking for in the fact that I never entered the vehicle until he was here with me and at that point the vehicle was locked and in drive.

My scanner was acting up so I had to send each page as an attachment, sorry.

Thank you,

[REDACTED]

3 attachments

 **PSPD incident report 1.pdf**
193K

 **PSPD incident report 2.pdf**
11K

 **PSPD incident report 3.pdf**
13K

RPTID: 1022 AGENCY: GA0330800

- INCIDENT REPORT - POWDER SPRINGS POLICE DEPARTMENT

CASENO: 12-005384

Print Date: 06/08/2012 05:48:46 PM

EVENT	INCIDENT TYPE: DAMAGE TO PROPERTY		COUNTS 1	INCIDENT CODE 88	PREMISE TYPE ☐ 1-HIGHWAY ☐ 2-SVC.STATION ☐ 3-CONVENIENCE STORE ☐ 4-BANK ☐ 5-COMMERCIAL ☒ 6-RESIDENCE ☐ 7-SCHOOL/CAMPUS ☐ 8-ALL OTHER																																										
	INCIDENT LOCATION POWDER SPRINGS		LOC. CODE		WEAPON TYPE ☐ 1-GUN ☐ 2-KNIFE CUTTING TOOL ☐ 3-HANDS/FIST/ETC. ☐ 4-OTHER																																										
VICTIM	INCIDENT DATE 05/31/2012		TIME 1610	TO DATE 05/31/2012	TIME 1640	STRANGER TO STRANGER YES ☐ NO ☒ UNK ☐																																									
	COMPLAINANT'S NAME		ADDRESS POWDER SPRINGS, GA		PHONE NUMBER																																										
OFFENDER	VICTIM'S NAME		RACE W	SEX F	DOB	AGE 17																																									
	ADDRESS POWDER SPRINGS, GA		CENSUS TRACT	EMPLOYER OR OCCUPATION																																											
VEHICLE	STUDENT? ☐ YES ☒ NO IF YES, NAME VICTIM'S SCHOOL		OFFENDER'S NAME		PERSON ID	SSN																																									
	SUSPECT ☐		ADDRESS		CENSUS TRACT	HEIGHT																																									
PROPERTY	WARRANT ☐		CHARGES		COUNTS	OFFENSE CODE																																									
	ARREST ☐		TOTAL NUMBER ARRESTED 0		ARREST AT OR NEAR OFFENSE SCENE YES ☐ NO ☒																																										
ADM.	TAG NUMBER		STATE GA	YEAR 12	V.I.N. 3GYFNC30C	DATE OF OFFENSE 05/31/2012																																									
	YEAR 2012		MAKE CADILLAC	MODEL SRX 4D SPW	STYLE	COLOR BROWN																																									
NARR.	MOTOR SIZE (CID)		AUTO MAN. SPD.		INSURED BY PROGRESSIVE MOUNTAIN																																										
	WITNESS NAMES		ADDRESS		HOME PHONE WORK PHONE																																										
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>VEHICLES</td> <td>CURRENCY, NOTES, ETC.</td> <td>JEWELRY, PREC METALS</td> <td>FURS</td> <td rowspan="4"> PROPERTY RECOVERY INFO ONLY THEFT / RECOVERY ☐ 1-CITY ☐ 2-COUNTY ☐ 3-STATE ☐ 4-OUT OF STATE ☐ 5-UNKNOWN DATE OF THEFT 11 </td> </tr> <tr> <td>STOLEN \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> </tr> <tr> <td>RECOVERED \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> </tr> <tr> <td>CLOTHING</td> <td>OFFICE EQUIP.</td> <td>TV, RADIO, ETC.</td> <td>HOUSEHOLD GOODS</td> </tr> <tr> <td>STOLEN \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td rowspan="2">TOTAL \$0.00</td> </tr> <tr> <td>RECOVERED \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> </tr> <tr> <td>FIREARMS</td> <td>CONSUMABLE GOODS</td> <td>LIVESTOCK</td> <td>OTHER</td> <td></td> </tr> <tr> <td>STOLEN \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td></td> </tr> <tr> <td>RECOVERED \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td></td> </tr> </table>							VEHICLES	CURRENCY, NOTES, ETC.	JEWELRY, PREC METALS	FURS	PROPERTY RECOVERY INFO ONLY THEFT / RECOVERY ☐ 1-CITY ☐ 2-COUNTY ☐ 3-STATE ☐ 4-OUT OF STATE ☐ 5-UNKNOWN DATE OF THEFT 11	STOLEN \$0.00	\$0.00	\$0.00	\$0.00	RECOVERED \$0.00	\$0.00	\$0.00	\$0.00	CLOTHING	OFFICE EQUIP.	TV, RADIO, ETC.	HOUSEHOLD GOODS	STOLEN \$0.00	\$0.00	\$0.00	\$0.00	TOTAL \$0.00	RECOVERED \$0.00	\$0.00	\$0.00	\$0.00	FIREARMS	CONSUMABLE GOODS	LIVESTOCK	OTHER		STOLEN \$0.00	\$0.00	\$0.00	\$0.00		RECOVERED \$0.00	\$0.00	\$0.00	\$0.00	
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DID INVESTIGATION INDICATE THAT THIS INCIDENT WAS DRUG RELATED? ☐ YES ☒ NO IF YES, PLEASE INDICATE THE TYPE OF DRUG(S) USED BY OFFENDER. ☐ 1-AMPHETAMINE ☐ 2-BARBITURATE ☐ 3-COCAINE ☐ 4-HALLUCINOGEN ☐ 5-HEROIN ☐ 6-MARIJUANA ☐ 7-METHAMPHETAMINE ☐ 8-OPIUM ☐ 9-SYNTHETIC NARCOTIC ☐ U-UNKNOWN																																															
REQUIRED DATA FIELDS FOR CLEARANCE REPORT ☒ ACTIVE ☐ CLEARED BY ARREST ☐ EXCEPTIONALLY CLEARED ☐ UNFOUNDED ☐ OTHER DATE OF CLEARANCE 11 ☐ ADULT ☐ JUVENILE ☐ PENDING ☐ CLOSED BY INVESTIGATION REPORT DATE 05/31/2012																																															
On 053112 at 1610 I Ofc. M Evans # 2777 was dispatched to [redacted] in reference to damage to property. When I arrived on scene I met with the complainant [redacted] advised me that he neighbors [redacted] who resides at [redacted] vehicle a 2012 Cadillac SRX damaged her chain link fence and trampoline due to a mechanical malfunction of the vehicle. While on scene I observed in the backyard of the complainants residence the chain linked fence to be damaged on the right side and the trampoline to be damaged. (continued...)																																															
REPORTING OFFICER EVANS, M		NUMBER 2777		APPROVING OFFICER		NUMBER																																									

I then meet with the owner of the vehicle, [REDACTED] advised me that Cadillac has a safety feature installed on their newer vehicles which prohibits the vehicle from moving while the doors are locked. [REDACTED] believes that the vehicle is faulty..

The complainant confirmed that the doors were locked and the vehicle was in drive; as well as the onboard display showing shift vehicle into park along with a raised navigation panel. The vehicle remained in drive until [REDACTED] unlocked the vehicle with the remote, and at that time shifted the vehicle into park.. The complaint advises that the damage to the chain linked fence is estimated at \$2500 and the damage to the trampoline is estimated at \$ 2500. The vehicle was removed by [REDACTED] while I was on scene. The damage to [REDACTED] vehicle is on the right side of the vehicle, and is a moderate amount.. No further.

RPTID:1022 AGENCY: GA0330800

INCIDENT REPORT - PAGE 2

CASENO: 12-005384

POWDER SPRINGS POLICE DEPARTMENT

Print Date: 061081201205:48:39PM

This is page #2 of the incident report. It contains supplemental persons records including additional Complainants, Victims, Offenders and Witnesses.

All Offenders, Extra Victims, Extra Complainants:

Person Name:	[REDACTED]	Pers ID:	[REDACTED]	Type: VIC
Address:	[REDACTED] - POWDER SPRINGS, GA [REDACTED]	Height:	505	
Home Phone:	[REDACTED]	Weight:	140	
DLNO: [REDACTED]	SSN: [REDACTED]	Hair:	BRO	
DaB: [REDACTED]	Race: W Sex: F	Eyes:	BLU	

Person Name:	[REDACTED]	Pers ID:	[REDACTED]	Type: OWN
Address:	[REDACTED] POWDER SPRINGS, GA [REDACTED]	Height:	503	
Home Phone:	[REDACTED]	Weight:	160	
DLNO: [REDACTED]	SSN: [REDACTED]	Hair:	BRO	
DaB: [REDACTED]	Race: W Sex: F	Eyes:	BLK	

Person Name:	[REDACTED]	Pers ID:	[REDACTED]	Type: COM
Address:	[REDACTED] - POWDER SPRINGS, GA [REDACTED]			
Home Phone:	[REDACTED]	Work Phone:	- -	

**Fwd: case # [REDACTED] Lock while in drive safety claim**

1 message

Tue, Jun 12, 2012 at 1:08 PM

To: ML.Reuss@gm.com, MarkL.Reuss@gm.com, MLReuss@gm.com, MarkLReuss@gm.com

----- Forwarded message -----

From: [REDACTED]

Date: Tue, Jun 12, 2012 at 11:27 AM

Subject: case # [REDACTED] - Lock while in drive safety claim

To: "jemeia.price" <jemeia.price@gm.com>, mark.reuss@gm.com, m.reuss@gm.com, Resident@gm.com, CEO@gm.com

Hi Jemeia,

After several conversations and investigations of other push button start cars, I have learned that Cadillac/GM IS at fault due to lack of safety standards in my vehicles accident that occurred on May 31, 2012. All other push button cars that we have tested will not allow you to lock the vehicle with the RKE is the vehicle is in Neutral or Drive, Off or on Accesory, whether the RKE is inside or outside the car. Whether this is a GM problem or a defect with my vehicle or RKE has yet to be determined.

I really wanted to solve this problem quickly but it seems like GM likes to take its time.

Because, I have gone two weeks without a vehicle that I have to make a lease payments on and the fact that Cadillac has not offered me at least a loaner car until the investigation is complete, I am forced to take further action. You were forwarded all the paperwork you requested including witness statements, police report and pictures of the path of destruction this vehicle took. I thank God daily that those children were not on their trampoline. It could have been a huge disaster with bodily injury.

I believe that GM has had plenty of time to review a safety issue. You are costing me both time and money, as the vehicle was leased for business. If the matter is not resoved by tomorrow at 3:00 pm, I will be calling the following office to file compalints:

DOT
NHTSA
US Attorney General's Office
Georgia Attorney General's Office
Georgia's Governor's Office of Consumer Protect
The Consumer Safety Center

and any other agency that a complaint can be filed with.

Please don't make me forward to the news media. I like my dealership and this would probably only hurt them on the local level. I am very disappointed that no one above my salesman has called me since the accident but understand their position in the situation.

Also, I am NOT disabled and I'm not sure, but I don't believe your product allegations department is allowed to ask me if I have a disability?

Cadillac/GM is responsible for the crash and should just be thankful that no one was hurt – I need my vehicle replaced, the [REDACTED] property repaired, my insurance company repaid, and compensation for my lost business, but mostly, a safety recall or notice to address this malfunction or defect.

Your prompt attention in this matter would be greatly appreciated.

[REDACTED]

[REDACTED]

Bohemia Group Atlanta

[REDACTED]



GM Decision - claim # [REDACTED]

1 message

Wed, Jun 13, 2012 at 3:48 PM

To: jemeia.price@gm.com

Jemeia:

Could you please provide me a written report as to why GM is denying claim # [REDACTED] with the reason you stated to me over the phone?

My address is: [REDACTED] Powder Springs, GA [REDACTED] or you may respond to this email at kimmiewaller@gmail.com

Thank you,
[REDACTED]

**Additional info please # [REDACTED]**

4 messages

Wed, Jun 13, 2012 at 10:53 PM

To: jemeia.price@gm.com

Jemeia:

Can you also provide me additional information in writing as to why the car would allow me to lock it when the power steering was not locked? Had the car with all of its features warned me or not allowed me to lock it because the transmission was not in gear and therefore the power steering remained unlocked none of this would have happened. If the power steering had locked automatically when the car started to move, like other vehicles, the vehicle would have not gone on the crazy path of destruction. Had the power steering lock worked at all, the car would have rolled straight back as my neighbors told me other cars have done in the past when left in drive on their driveway (never their carport).

And please don't give me that it's "NOT IN THE MANUAL".

Thank you,

jemeia.price@gm.com< jemeia.price@gm.com>

Fri, Jun 15, 2012 at 10:09 AM

To: [REDACTED]

Please find attached a copy of the letter sent to you via mail on June 13, 2012.

JEMEIA PRICE
ESIS/GENERAL MOTORS LLC
300 RENAISSANCE CENTER
MC482C19B61
DETROIT, MI 48265
(800) 888-0164 phone
(313) 665-0911 fax

From: [REDACTED]

To: jemeia.price@gm.com

Date: 06/13/2012 10:54 PM

Subject: Additional info please # [REDACTED]

(Closed) [REDACTED]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

 **LETTER.pdf**
9K

Fri, Jun 15, 2012 at 11:20 AM

To: jemeia.price@gm.com

Jemeia:

This letter gives no reason for deny my claim. I would like something in writing as to the reason you are denying my claim.

When you called me Wednesday, 06/13/12, your statement to me was that GM was denyng my claim due to the following reason: On that particular make, on that particular model, in that particular year there is no warning other than the small dash light saying "shift to park" and therefore GM is not liable. I would like that in writing to forward to both Mr. Reuss and Mr. Akerson.

In speaking with officials and DOT I discovered that because the norm for your vehicles is to have safety standards of this type on all of your vehicles except for this one....IT SHOULD BE A WARNING IN THE MANUAL. And let's not even discuss the fact that the car didnt just roll back, it went on a rampid ride of dstruction turnng itself completely around 180 degrees.

I will be sending all correspondence to the above GM officials via FedEx at the end of the day including this 2ND REQUEST to forward your REASONS for deny my claim in writing.

I will continue to seek justice in this claim and again feel that GM should be grateful and no one was on that trampoline. A recall or safety notice of this vehicle is needed to ensure no bodily harm in the future and now that GM has been warned, if something does happen to someone because of this lack of safety, there would be a huge class action against GM.

I will begin a grass roots campaign to notify the public immediately of you lack of concern and to warn people to take their car back to their dealer and demand that this be fixed again before someone gets hurt. I am asking for minimal damages on this and do not think it is unreasonable to ask that my car be replaced after this obvious oversight by GM.

Your prompt attention in this matter is again requested.

[REDACTED]

Send button

Fri, Jun 15, 2012 at 4:09 PM

To: jemeia.price@gm.com

Jemeia,

I HAVE released the insurance company to repair my vehicle, you have had 15 days to inspect it and per earlier conversations, I know Capital Cadillac already inspected the car. It is an injustice to think that I

would not go ahead and have the vehicle repaired after your ridiculous denial. That is my only means of transportation and was bought specifically for my job. The repairs are estimated to take close to a month and that is all the time that my insurance allows for a rental car. The car will have to be repaired either way and any entity of justice would agree that your request of me not to repair the vehicle is just beyond unthinkable.

Sincerely,

[REDACTED]

[Quoted text hidden]

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Jemeia Price
Claims Administrator

June 13, 2012

[REDACTED]
[REDACTED]
Powder Springs, GA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 5/31/2012
Vehicle: 2012 Cadilla SRX
VIN: 3GYFNCE30CS [REDACTED]

Dear [REDACTED]

This will confirm that we have completed our review of your claim regarding your 2012 Cadillac SRX. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Also, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

Jemeia Price

Jemeia Price
Claims Administrator



OnStar was
Anti-theft Codes
Never Functioned

Your OnStar Chat Transcript

2 messages

customer@onstar.com <customer@onstar.com>

Fri, Jun 15, 2012 at 4:39 PM

To [REDACTED]

You have been connected to Jodi L.

Jodi L: Thank you for contacting OnStar [REDACTED] How may I assist you today?

[REDACTED]: Hi Jodi, I just wanted to let ya'll know that on 5/31/12 my vehicle was involved in a freak accident and the OnStar never went off. I was really surprised to get a report today that my car is doing fine.

[REDACTED]: hello???

Jodi L: I sincerely apologize for the recent events that have taken place. I will escalate this concern immediately to the Executive Relations Department for review.

[REDACTED]: ok....thank you.

Jodi L: You're welcome. Is there anything else I may help you with today?

[REDACTED]: no...just thought I should send it in. It was a safety issue that I am currently trying to get GM to fix.

Jodi L: We appreciate it greatly. thank you.

Jodi L: Thank you for contacting OnStar. Have a nice day!

customer@onstar.com <customer@onstar.com>

Fri, Jun 15, 2012 at 4:44 PM

To [REDACTED]

[Quoted text hidden]

Thank you for using InstantService. You may now close this window.



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MAIL

UNITED STATES POSTAL SERVICE

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and International Use



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TO

Randy Reid
Correspondence Research
US Dept of Transportation
NHTSA
Office of Defect Inv (NVS 210)
1200 New Jersey Ave SE
West Building
Washington DC 20590

Flat Rate
Mailing Envelope

For Domestic and International Use

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Label 329, January 2008