

STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION

CL-10553401-5084

NOV 15 2013

November 07, 2013

[REDACTED]

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

SALISBURY, CT [REDACTED]

File #: 2013-2362
Re: GENERAL MOTORS COMPANY

Dear [REDACTED]

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

National Highway Traffic Safety Administration
Office of Public Affairs and Consumer Services
400 Seventh Street, S.W.
Washington, DC 20590
(800) 424-9393

Please send your complaint directly to that agency and contact them if you have any questions or concerns regarding your complaint.

Sincerely,

Doris Gallaher

Doris Gallaher
Trade Practices Division

165 Capitol Avenue, Hartford, Connecticut 06106-1630
General Information (860) 713-6100
TDD (Telecommunications Device for the Deaf): (860) 713-7240
Internet Web Site: <http://www.ct.gov/dcp>
An Affirmative Action/Equal Opportunity Employer

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CONSUMER STATEMENT
 STATE OF CONNECTICUT
 DEPARTMENT OF CONSUMER PROTECTION
 165 Capitol Avenue Hartford CT 06106
 E-Mail: attachment to dcp.frauds@ct.gov
 Fax No. (860) 707-1966

For Official Use Only

1. Complete this form. Type or print CLEARLY.
2. You may print and mail the complaint to the address provided.
3. You may file your complaint electronically by e-mailing form as an attachment along with all supporting documents (e.g. receipts, contracts, etc.).

YOUR NAME		HOME PHONE (Include Area Code)		BUSINESS PHONE (Include Area Code)		ARE YOU 65 OR OLDER?	
[REDACTED]		[REDACTED]		[REDACTED]		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
CITY		STATE	ZIP CODE		E-MAIL		
SALISBURY		CT	[REDACTED]		[REDACTED]		
PARTY/COMPANY COMPLAINED AGAINST		PERSON DEALT WITH / TELEPHONE NUMBER (Include Area Code)			POSITION		
GM CUST. SERVICE		CUST. SERV. REP # 855-238-0773			SERVICE # 71-124084-0033		
STREET ADDRESS		CITY	STATE	ZIP CODE	E-MAIL		
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		

NOTE: Please provide a short, detailed statement regarding the facts of your complaint below. Also, please attach copies of all relevant documentation. For Home Improvement and New Home Contractor complaints, we request only a copy of your contract and copies of the back and front of the cancelled checks at this time. If further documentation is needed you will be notified. We will not be able to return or forward any material sent to this department so please keep copies of everything you send to us for your records. Finally, please be sure to cross out or delete sensitive information on your attachments such as bank account numbers or social security numbers.

We encourage consumers to try and resolve their issues with the company involved. More information can be obtained from our website: www.ct.gov/dcp. You may also find information on the Small Claims Court and Superior Court process at www.jud.state.ct.us.

October 29, 2013

SAFETY ISSUE - COMPLAINT:

We purchased a 2005 Hummer 2 brand new from NY Manhattan General Motors Chevrolet dealership on 11th Avenue (vin last 10 digits: #U75H [REDACTED]).

We took the car in for a red light indicating the airbag needing service on 10/23/2013. We were told the airbag module, part no. 12249649 has been discontinued. After looking online and calling several dealerships, several hard to find part businesses (Jerry Brown's and Rock Auto,), online including Canada etc. all to no avail. I called GM customer service in hopes they could tell me that another part took its place or at least, they can refer me to someone that can rebuild it - however they told me they could not help me.

It seems that a car manufacturer should not abandon such a safety issue especially when people have families that drive around in these cars. We purchased it with a safety feature that no longer works. This is a danger to me and my family and others that ride in this vehicle. Is GM willing to purchase the car back from me? What can we do? Where can we go? Who can help us?

** THIS ISSUE HAS TO BURDEN OTHERS AS THERE ARE STILL MANY HUMMERS ON THE ROAD. WHAT CAN BE DONE?*

[REDACTED SIGNATURE]

10/29/2013

SIGNATURE

DATE

Attach as many additional pages as needed to complete your statement.

Note: All complaints are public information. By submitting this complaint, you give the Department of Consumer Protection your permission to release a copy of this Consumer Statement.

① of 16



CONSUMER STATEMENT
 STATE OF CONNECTICUT
 DEPARTMENT OF CONSUMER PROTECTION
 165 Capitol Avenue Hartford CT 06106
 E-Mail: attachment to dcp.frauds@ct.gov
 Fax No. (860) 707-1966

For Official Use Only

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2. You may print and mail the complaint to the address provided.
3. You may file your complaint electronically by e-mailing form as an attachment along with all supporting documents (e.g. receipts, contracts, etc.).

YOUR NAME [REDACTED]		HOME PHONE (Include Area Code) [REDACTED]	BUSINESS PHONE (Include Area Code) [REDACTED]	ARE YOU 65 OR OLDER? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
CITY SALISBURY		STATE CT	ZIP CODE [REDACTED]	E-MAIL [REDACTED]
PARTY/COMPANY COMPLAINED AGAINST GM CUST. SERVICE	PERSON DEALT WITH / TELEPHONE NUMBER (Include Area Code) OPERATOR #855-238-0773 service # 71-1240840633		POSITION	
STREET ADDRESS		CITY	STATE	ZIP CODE
INFORMATION: WAS A CONTRACT INVOLVED <input type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES" ENTER DATE	TYPE OF CONTRACT: <input type="checkbox"/> ORAL <input type="checkbox"/> WRITTEN	
DATE PURCHASED 9/22/2004		COST \$ 79,777.00	HOW PAID (CIRCLE ONE) CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> INSTALLMENT CONTRACT <input type="checkbox"/> LAW-AWAY <input type="checkbox"/>	
WAS THE PRODUCT OR SERVICE ADVERTISED <input type="checkbox"/> YES <input type="checkbox"/> NO		HOW?	DATE & PLACE OF AD (PLEASE ATTACH COPY IF POSSIBLE)	
HAVE YOU CONTACTED THE COMPANY REGARDING YOUR COMPLAINT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES" ENTER DATE 10/29/2013	PERSON CONTACTED STEVE IN PARTS	POSITION
HAVE YOU HIRED AN ATTORNEY <input type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES" NAME	IS COURT ACTION PENDING? <input type="checkbox"/> YES <input type="checkbox"/> NO	IF "YES", IN WHAT COURT?

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THIS IS A SAFETY ISSUE.
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SIGNATURE [REDACTED]

DATE 10/29/2013

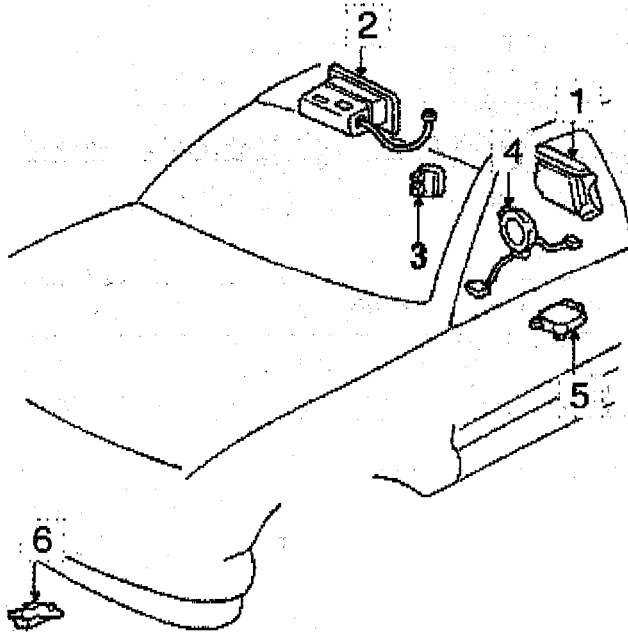
Attach as many additional pages as needed to complete your statement.

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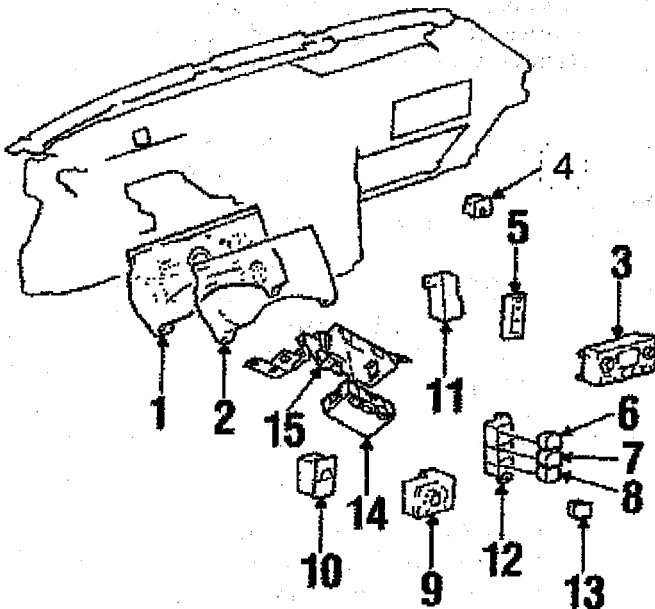
2005 Hummer H2 [▼](#) Part Number(s), Keywords, or VIN

[Search](#)

2005 Hummer H2 > ELECTRICAL > SUPPLEMENTAL RESTRAINT SYSTEM

[SUPPLEMENTAL RESTRAINT SYSTEM](#)
[Auto Parts](#)
ELECTRICAL/SUPPLEMENTAL RESTRAINT SYSTEM for 2005 Hummer H2


No.	Part Number	Description	List Price	Our Price
1	10394540 HUMMER H2	DRIVER INFLATOR MODULE	\$758.00	\$549.00
2	25785922 HUMMER H2	PASSENGER INFLATOR MODULE ²	\$600.00	\$610.00
4	26095673 HUMMER H2	CLOCKSPRING	\$167.25	\$122.99
5	12249649 HUMMER H2	SDM MODULE		
6	10370148 HUMMER H2	FRONT SENSOR	\$250.00	\$183.00



No.	Part Number	Description	List Price	Our Price
4	15270597 HUMMER H2	DISABLE SWITCH	\$25.47	\$30.29

²This part contains hazardous materials. Extra shipping costs apply.

Click on a item to view more product detail for a given 2005 Hummer H2 part. Or click the green "add to cart" button if you know you've found the GM SUPPLEMENTAL RESTRAINT SYSTEM part you need for your 2005 H2

October 29, 2013

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Home — 12249649, Module

12249649, Module

Manufacturer: GM

OEM-code: 12249649

Price: **\$275.00 — 416.67**

Available in 36 shops.

Add to cart

Please help our community — upload your photos of 12249649.

Part information

This is module for Hummer cars. This module is applied in 9 General Motors models for US market since 2005 till 2005. This part is genuine General Motors part with GM OEM-code **12249649** from group #14.865.

Module dimensions is 3.70 in × 5.40 in × 5.20 in. This module weighs 15.00 pounds. Whole package with module weighs .75 pounds.

This module has manufacturer warranty and 100% compatible for General Motors cars. Module is made of top quality materials, it passed not only all manufacturer tests but also General Motors quality control, and has to endure rough road conditions over a long time.

In spite of higher price of genuine parts buying GM genuine module will be a smart decision, because you will be absolutely sure that GM genuine module will serve you longer and will provide maximum safety and performance.

Airbag sensor & diagnostic (14.865)

Shops selling GM 12249649 Module

<u>\$275.00 Buy</u>	<u>Online GM Parts</u>	Schaumburg, IL	NOT AVAIL.
<u>\$275.00 Buy</u>	<u>GM Parts Headquarters</u>	Norfolk, VA	ORDERED, THEN CALLED AND WAS TOLD NOT AVAIL.
<u>\$275.00 Buy</u>	<u>OE GM Parts</u>	Luicedale, MS	NOT AVAIL.
<u>\$287.50 Buy</u>	<u>Overstock GM Parts</u>	Henderson, NC	NOT AVAIL.
<u>\$287.50 Buy</u>	<u>15OverCost.com</u>	Novi, MI	NOT AVAIL.
<u>\$287.50 Buy</u>	<u>Rock Bottom GM Parts</u>	San Bernadino, CA	NOT AVAIL.
<u>\$287.50 Buy</u>	<u>OEMParts123.com</u>	Athens, OH	NOT AVAIL.
<u>\$287.50 Buy</u>	<u>GM Wholesale Parts Direct</u>	Henrietta, NY	NOT AVAIL.
<u>\$290.00 Buy</u>	<u>GmPartsShop.com</u>	Phoenix, AZ	NOT AVAIL.
<u>\$297.50 Buy</u>	<u>OE Parts</u>	Southborough, MA	NOT AVAIL.
<u>\$297.50 Buy</u>	<u>GM Parts Outlet</u>	Glendale, AZ	NOT AVAIL.
<u>\$300.00 Buy</u>	<u>Jet Chevrolet</u>	Federal Way, WA	NOT AVAIL.
<u>\$300.00 Buy</u>	<u>GM Parts Cheap</u>	New Hudson, MI	NOT AVAIL.
<u>\$300.00 Buy</u>	<u>GM Parts Quick</u>	Myrtle Beach, SC	NOT AVAIL.
<u>\$300.00 Buy</u>	<u>GMPartsCenter.net</u>	Scottsdale, AZ	NOT AVAIL.
<u>\$300.00 Buy</u>	<u>Chevy Wholesale Parts</u>	Surprise, AZ	NOT AVAIL.
<u>\$307.50 Buy</u>	<u>GM Parts Online</u>	Albuquerque, NM	NOT AVAIL.
<u>\$312.50 Buy</u>	<u>Auto Parts People</u>	WA	NOT AVAIL.
<u>\$312.50 Buy</u>	<u>GM Parts Access</u>	Fleetwood, PA	NOT AVAIL.
<u>\$314.50 Buy</u>	<u>Autoplicity</u>	Morton Grove, IL	NOT AVAIL.
<u>\$317.50 Buy</u>	<u>1stChevyParts.com</u>	Puyallup, WA	NOT AVAIL.
<u>\$333.34 Buy</u>	<u>Bellingham Chevrolet</u>	Bellingham, WA	NOT AVAIL.
<u>\$333.34 Buy</u>	<u>New Chevrolet Parts</u>	Corpus Christi, TX	NOT AVAIL.
<u>\$333.34 Buy</u>	<u>Hendrick Chevrolet</u>		

<u>\$333.34 Buy</u>	<u>MyGMPartsStore</u>	CARY, NC	
<u>\$333.34 Buy</u>	<u>OEM GM Parts</u>	Lawrenceville, GA	NOT AVAIL.
<u>\$350.00 Buy</u>	<u>GMPartsWholesale</u>	Dickinson, TX	NOT AVAIL.
<u>\$354.17 Buy</u>	<u>Genuine GM Parts at Wholesale Prices</u>	Wareham, MA	NOT AVAIL.
<u>\$354.17 Buy</u>	<u>GenuineGMPartsDirect.com</u>	MI	NOT AVAIL.
<u>\$354.17 Buy</u>	<u>GMPartsFactoryDirect</u>	Temecula, CA	NOT AVAIL.
<u>\$354.17 Buy</u>	<u>Jake Sweeney Auto Parts</u>	Fox Lake, IL	NOT AVAIL.
<u>\$354.17 Buy</u>	<u>GMPartsBlog</u>	Cincinnati, OH	NOT AVAIL.
<u>\$354.17 Buy</u>	<u>Jay Parts.com</u>	Columbus, GA	NOT AVAIL.
<u>\$375.00 Buy</u>	<u>Buick GMC Parts</u>	Olathe, KS	NOT AVAIL.
<u>\$412.50 Buy</u>	<u>Buy Chevy Auto Parts</u>	Santa Ana, CA	NOT AVAIL.

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THANK YOU FOR YOUR ORDER!

You will receive an email with all of your order information.

Confirmation Number: 1306072

(Please print this page for your records.)

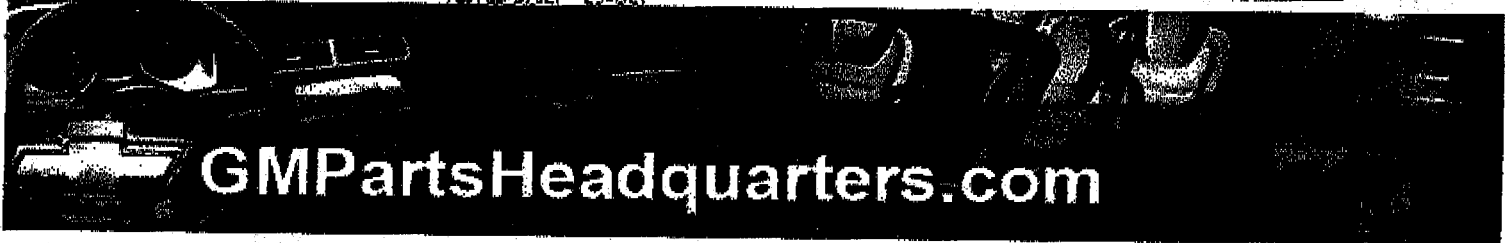
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GM Parts Headquarters <parts@perrybuick.com> October 29, 2013 9:54 AM
To: [REDACTED]

Your Order has been placed successfully (Order Ref#1306072)

Dear [REDACTED]

Thank you for placing your order with **GM Parts Headquarters**. Order details are given below:

Order Summary:

Order Reference # 1306072
Order Status AWAITING PROCESSING
Order Date/Time 2013-10-29 09:54:00
Shipping Method Ground
Estimated Shipping Amount \$21.40
Estimated Order Total \$288.90

Order Comment:

Ordered Items:

Item Detail	Qty	Price	Total
F-MODULE Make: GMC	1	\$267.50	\$267.50

Dealer Detail:

Dealer Name GM Parts Headquarters
Email Address parts@perrybuick.com
Dealer 6633 Virginia Beach Blvd

Address Norfolk
- 23502

Dealer Phone# (757)-965-8448 [Ext:]

Dealer Fax# --

Dealer Website <http://www.gmpartshquarters.com>

GM Parts Headquarters <parts@perrybuick.com> October 29, 2013 9:58 AM
To: [REDACTED]

Your Order is declined (Order Ref#1306072)

Dear [REDACTED]

Thank you for placing your order with **GM Parts Headquarters**. Order details are given below:

Order Summary:

Order Reference # 1306072
Order Status DECLINED
Order Date/Time 2013-10-29 09:54:00
Shipping Method Ground
Estimated Shipping Amount \$21.40
Estimated Order Total \$288.90
Order Comment: THE PART NUMBER PROVIDED HAS BEEN DISCONTINUED.

Ordered Items:

Item Detail	Qty	Price	Total
F-MODULE Make: GMC	1	\$267.50	\$267.50

Dealer Detail:

Dealer Name GM Parts Headquarters
Email parts@perrybuick.com

10A of 16
* ADDITION

Address

Dealer 6633 Virginia Beach Blvd
Address Norfolk
- 23502

Dealer (757)-965-8448 [Ext:]
Phone#

Dealer --
Fax#

Dealer <http://www.gmpartsheadquarters.com>
Website

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* ADDITAN

general motors customer service

Web

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General Motors customer service phone numbers and support

www.contacthelp.com/directory/Automotive/.../General-Motors?Listing...

General Motors customer support phone number, steps for reaching a person, ratings, comments and General Motors customer service news.

GM Customer Care (@GMCustomerSvc) on Twitter

<https://twitter.com/GMCustomerSvc>

The latest from GM Customer Care (@GMCustomerSvc). Have a question, comment or concern about a @GM vehicle? Let us know! Or you can just stop by ...

General Motors Customer Care - Downriver - Detroit, MI - Yelp

www.yelp.com/biz/general-motors-customer-care-detroit

Rating: 1.5 - 7 reviews

7 Reviews of General Motors Customer Care "I recently bought a 2011 Corvette, and had a problem with the driver's seat. GM was very helpful in helping me get ...

GM General Motors Phone Number Customer Service Phone ...

customerservicenumbers.com/co-gm-general-motors-phone-number

GM General Motors Phone Number customer service phone number for support and help. Hints to reach a live person in GM General Motors Phone Number's ...

How Do I Send a Formal Complaint to General Motors - Ask.com

www.ask.com > Q&A > Automotive > Vehicle Brands

... automobiles. You can send a formal complaint to GM by writing them at PO Box 33170, Detroit, MI 48232-5170. ... General Motors Customer Service - General ...

What is the phone number for General Motors Headquarters Detroit MI

wikl.answers.com > ... > Chevy Trucks and SUVs > Chevy Silverado

The answer is 1-800-462-8782. Actually, that number is for GMC customer service, GMC being a division of General Motors, not General Motors Corporation.



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12249649

Web

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MODULE, Inflatable Restraint System, 2005 Hummer H2 # 12249649
parts.nalleygmc.com > Hummer > H2 > 12249649 -
12249649 MODULE, Inflatable Restraint System, 2005 Hummer H2. \$ 300.00.

MODULE, Inflatable Restraint System, 12249649, 12249659, 2005...
www.tonkinonlineparts.com > Hummer > H2 > 12249649 -
12249649 MODULE, Inflatable Restraint System, 2005 Hummer H2. \$ 416.67.

DIAGNOSTIC UNIT for HUMMER | 12249649 - E-mail to a friend
www.werhummerparts.com/oem-part/hummer/diagnostic.../12249649 -
DIAGNOSTIC UNIT for HUMMER | Part #12249649.

12249649

www.ncbi.nlm.nih.gov/geo/12249649 -
Jul 5, 2013 - Gene provides a unified query environment for genes defined by sequence and/or in NCBI's Map Viewer.

12249649 DIAGNOSTIC UNIT | HUMMER - GM Parts

www.gmpartslink.com > Home > HUMMER -
GM Part #12249649 - DIAGNOSTIC UNIT for HUMMER.

GM 12249649 Module - GM genuine OEM part

demcats.com/oem-parts/12249649.html -
Airbag sensor & diagnostic (14,865) GM genuine OEM part.

OpenStreetMap | Node | 12249649

www.openstreetmap.org/browse/node/12249649 -
Dec 14, 2009 - Node: 12249649. Download XML · View history · Edit node · « 12249648
· 12249650 ». Loading... View area on larger map · Edit area.

SteamRep » | 76561197984765026 | STEAM_0:0:12249649

steamrep.com/?id=76561197984765026 -
steamname: dl | steamID32: STEAM_0:0:12249649 | steamID64: http://
steamcommunity.com/profiles/76561197984765026 | customURL: | steamrep: ...

Images for 12249649 - Report images



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Million Two Hundred and Forty-Nine Thousand Six Hundred and ...

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Search Words or Part Num

Home > Hummer > H2 > 12249649

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Product Information

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MODULE Inflatable Restraint System.

Stock Code 12249649
 Manufacturer GM
 Categories

List Price ~~\$416.67~~
 Your Price \$ 300.00
 You Save \$ 116.67 (28%)

Quantity to Add



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[SENSOR Inflatable Restraint System](#)
\$ 180.00

Product Images

[MODULE Inflatable Restraint System](#)
\$ 600.00

Product Assemblies

[MODULE Inflatable Restraint System Steering Wheel](#)
\$ 540.00

Image	Name	Description	Product Application Notes
	INFLATABLE RESTRAINT SYSTEM	501 - INTERIOR TRIM, LIGHT WHEAT; 501 - INTERIOR TRIM, PRIMARY; C99 - SWITCH INFL RST 1/P MDL MAN SUPPRESSION; Z49 - MANDATORY CANADIAN BASE EQUIPMENT MODIFICATIONS(CANADIAN); CTY: MANDATORY CANADIAN BASE EQUIPMENT MODIFICATIONS(CANADIAN) CANADIAN(Z49)	MODULE, INFL RST SEN 8 DIAGN(14.865), Required: 01 For: N2 (2005-2005)

Product Fitment/Applications

Hummer H2	2005	Please note possible fitment exceptions in product description!
Hummer H2 SUV	2005	
Hummer H2 SUV	2005	

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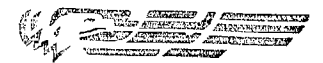
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