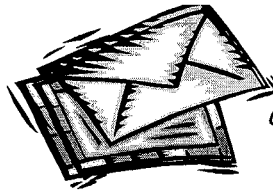


NHTSA ccmMercury Routing Slip



CL-10693504-3331

Printed: 3/9/2015

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

NHTSA #: ES15-001165	Rec'd Date: 3/9/2015	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 3/5/2015
Delivery: EML	Address To:	Due Date: 4/7/2015
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR KLOBUCHAR ON BEHALF OF CONSTITUENT [REDACTED] [REDACTED] RE 2004 GMC YUKON, NAVIGATION DISC (CD) ISSUES (ATTN: CACJE HENDERSON)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: ALISON PASCALE	
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 AMY KLOBUCHAR
UNITED STATES SENATE
1200 WASHINGTON AVENUE SOUTH
SUITE 250
MINNEAPOLIS, MN 55415
Tel: 612 727-5249 Fax: 612 727-5223 E-mail:

MAR 10 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	3/9/2015		
NVS-200	REPLY	3/9/2015	4/7/2015	
NVS-010	INFORMATION	3/9/2015		3/9/2015

ET
3/10/15
SMD

U.S. SENATOR AMY KLOBUCHAR
1200 Washington Avenue South #250
Minneapolis, MN 55415
Phone: (612) 727-5220 Fax: (612) 727-5223
Toll Free (888) 224-9043

PRIVACY ACT RELEASE

The Privacy Act requires your written consent before a government agency will release information to our office regarding your records. To better serve you, please complete this form and return it to my Minnesota office. Please be aware that the person requesting assistance must sign this form.

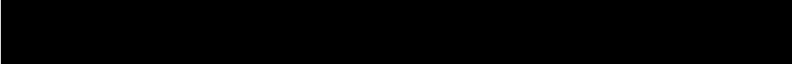
Mr. Mrs. Ms. Dr.

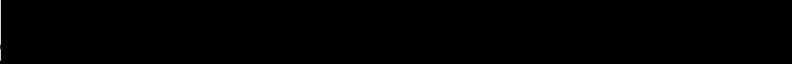
Name: 

Mailing Address: 

City: BROOKLYN PARK State: MN Zip: 

Phone (H): 0 (W): 0 Cell: 

Email Address: 

Date of Birth: 

Military or Veteran's Issues:

Social Security Number: _____

Rank/Unit: _____ Duty Station: _____

Immigration Issues:

Receipt Number: _____ Alien Number: _____

Type of Petition Filed: _____ Current Status: _____

Consulate Involved: _____

Name and Contact Information of Interpreter (if any): _____

Social Security Issues:

Social Security Number: _____

Type of Claim Filed: _____

Initial Claim:	Pending: _____	Approved: _____	Denied: _____
Reconsideration:	Pending: _____	Approved: _____	Denied: _____
ALJ Hearing:	Pending: _____	Approved: _____	Denied: _____
Appeals Council:	Pending: _____	Approved: _____	Denied: _____

Please provide a detailed account of your situation. Use a separate sheet if necessary and provide copies of any relevant correspondence regarding this issue.

D.A.V. - VIETNAM ERA VET - ON FIXED INCOME.
PER LETTER SENT LAST WK.

SEE ENCLOSED

Please state how you would like Senator Klobuchar to assist you.

CONTACT GENERAL MOTORS -

Have you contacted another Congressional office? Yes No _____

If yes, which office have you contacted? AL FRANKEN

Are you working with an attorney in this matter? Yes _____ No RESPONSE

If yes, please provide the attorney's name and contact information. _____

Can Senator Klobuchar's office contact your attorney? Yes _____ No _____

_____ Klobuchar to access my records and to resolve the matters listed above.

Date: 3/2/2015

[REDACTED]

Brooklyn Park, MN. [REDACTED]

[REDACTED]

Senator Amy Klobuchar

1200 Washington Ave. South Room 250

Minneapolis, MN. 55415

Senator Klobuchar We need your help in a small matter, August of 2014 we purchased a 2004 GMC Yukon. The Navigation disc {CD.} did not work. I contacted General Motors & was told that since I did not buy the vehicle at a GM Dealership there was nothing they would do. Called Detroit GM employee & was told that I did not have a history with them. I then did extensive research and I had proof of at least buying four GM vehicles since 1983 & could possibly prove more.

They said well your vehicle did not come with factory navigation system? I then verified that it did

in fact come with factory navigation, just that the Disc was malfunctioning. They then said I need to get all that verified at a GM dealership.

Each time I comply they put up another roadblock. It seems as though they are trained to sound terrific & helpful but have a script to avoid any service to their customers.

I wrote Sen. Franken in Oct. 2014 with this problem but I think he was pretty busy with his reelection.

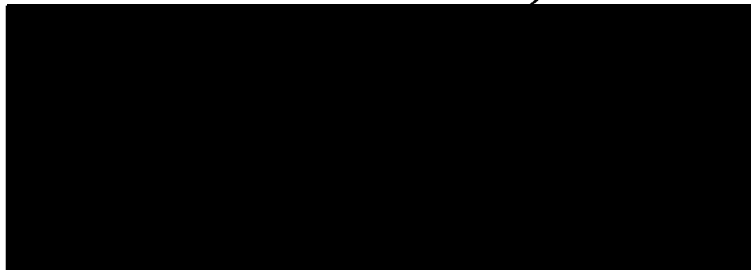
Senator Klobuchar we are senior citizens on a fixed income the cost of the Navigation Disc is \$200.00. To go to a dealer is at least that for any service as you can well imagine.

They offered no solutions except spend \$200.00 and buy a new disc.

If I could spare that I would have saved all the aggravation & several letters to GM.

My wife is at Stage IV Kidney failure pending dialysis and we had hoped for a little help. I think as taxpayers we have done a lot for GM. A little P.R.by them would have been a good move. Not to be.

***Anything you are able to do would be . . .
has no interest in assisting in any way.***



Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Friday, March 06, 2015 10:42 AM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Klobuchar Congressional Inquiry-[REDACTED]
Attachments: [REDACTED] PAR and Correspondence.pdf

Chris,

Please control.

Julie

From: Pascale, Alison (NHTSA)
Sent: Thursday, March 05, 2015 12:26 PM
To: Korkor, Julie (NHTSA)
Subject: FW: Klobuchar Congressional Inquiry-[REDACTED]

Please control.

Sent with Good (www.good.com)

From: Henderson, Cacje (Klobuchar)
Sent: Thursday, March 05, 2015 12:17:52 PM
To: Pascale, Alison (NHTSA)
Subject: Klobuchar Congressional Inquiry-[REDACTED]

Dear Alison,

The Office of U.S. Senator Amy Klobuchar was recently contacted by [REDACTED] regarding the navigation disc on his 2004 GMC Yukon.

I am forwarding the correspondence [REDACTED] sent to the office for your review and response. If you have any questions or need additional information in order to properly investigate this matter, you may contact me at, (612) 727-5249, fax at (612) 727-5223, or email at Cacje_Henderson@Klobuchar.senate.gov.

Cacje Henderson
Constituent Advocate
U.S. Senator Amy Klobuchar
1200 Washington Ave S #250
Minneapolis, MN 55415
612-727-5220