

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

CL-10694536-6228

MAR 10 2015

RE Recall #14V400 3-2-15
Gentlemen;
To Whom It May Concerns;

I have decided to send you
a copy of my letter to GM
because I wish to have
some back-up from my
government because of the
awful way I was not treated
by GM Service Company re:
my recall, my letter is
self explanatory, I hope,

I wish to thank anyone who
may take some interest in
my problems with the Repair
Recall of my car

Cell

NAVY
3/10/15
SNP

3/2/15

Dearlemen:

Enclosed is the card you have sent to me regarding my 1999 Oldsmobile Alero, which I bought brand new from Domio's Cars located on Scranton, Carlisle Highway 570-222-5800 in 1999 just before you gave up Oldsmobile Cars, after about a few years maybe 2 or 3 I found my car was in need of repair and since you did not at that time, make a recall on it I had to have it done on my own expense which I did so I now have 7 keep it for the ignition & need it for the car itself to start it, Thanks to my chance of honest & true repair mechanics here in Carlisle Pa, also I wish to take this time to inform you that I was never given a call back from anyone of the GM Dealers I called for help with the matter, the other GM Dealer over Tom Kesser, Scranton Pa - 570-558-2000 they were my first ones and they also never returned my calls, I needed it to take to someplace and my AAA was there for me regarding towing - also after a few more years the front Dash Board Covering

NAH
3/2/15
SNP

Came away from the surface on top of my
Dash Board, I also found out that this had
happened to many others and I still was not
given my satisfaction over that matter all I know
is that I will never ever buy a GM Car again,
Also I want to inform you that my family has
always exclusively my Dad and my Husband bought
only GM cars and Trucks - your not a reliable
Company and your workmanship is sloppy and very
far from the factory for customers, Too bad for me
& my family. I'm sure you could care less if you
could of ~~the~~ had Auto Dealerships that were actually
competent in answering phone calls and repairs for
your oldsmobile cars -

Thanking in advance for your attention
to my letter, I remain

[REDACTED]
Sexton Pa
Cell - [REDACTED]

Encl: ①
cc: file office
cc: Amy Generosa
Brooklyn, New York

Scranton, PA

LEHIGH VALLEY PA 180

28 FEB 2015 PM 11



ADMINISTRATOR - National Highway Traffic
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