

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

November 04, 2015

CL-10763525-4489
P.O. Box 30213
LANSING, MICHIGAN 48909

Refer to AG No.: [REDACTED]

General Motors Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

Dear Sir/Madam:

NOV 18 2015

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email4@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

C: NHTSA

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11/20/15
SMD

gan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: [REDACTED]

Submitted: 10/28/2015 10:16:14 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.: [REDACTED]
Your Street Address: [REDACTED] City: Gilbert
Your State: AZ Zip Code: [REDACTED]
Your County: Outside Michigan
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Are you a veteran or active-duty service member? False

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: General Motors
Street Address: Po Box 33170
State: MI City: Detroit
County: Wayne Zip Code: 48232
Fax Number: [REDACTED] Phone: 8005217300
Web Site Address: www.gm.com E-mail Address: [REDACTED]
Primary Jurisdiction: None Product Offered: [REDACTED]

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED]
Street Address: [REDACTED] City: [REDACTED]
State: MI Zip Code: [REDACTED]
County: [REDACTED] Phone: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: [REDACTED]
Vehicle VIN No.: [REDACTED]

Complaint Information

Incident Date\Time: 9/13/2015 4:00:00 PM
Incident Location: Phoenix, AZ area
Approximate Monetary Value: [REDACTED]
Did you sign a contract? False
Where did you sign this contract? [REDACTED]
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True

What was the response from the business? Still trying to determine final remedy for recall
If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? True

Do you think were targeted for unfair treatment due to your status as a veteran
or active-duty service member? False

Complaint Detail/Inquiry Information

This is regarding GM recall #14291, NHTSA campaign 14V755000. I've also filed this complaint with NHTSA and the Better Business Bureau of Southeast Michigan, and they recommended I also contact you. In January 2015, I received the preliminary notice from GM about this defect, which was reported to NHTSA on November 26, 2014, which affects the Headlamp Driver Module, which fails due to overheating and then causes the low-beam headlamps and daytime running lights to fail. I own a 2009 Buick LaCrosse, to which this recall/campaign pertains. My LaCrosse experienced this failure on September 13, 2015 (fortunately, not while driving after dark). I looked up the recall/campaign information on NHTSA's web-site and the published remedy was "replace the HDM free of charge". Since we relocated from Michigan to Arizona back in late June, I assumed that the final recall letter from GM may have not gotten to us. When I contacted the dealership nearest to me to schedule the repair, I was informed that GM was telling them that a "final" remedy had not yet been determined and I would have to pay for the repair. I showed them the hard-copy of the recall notice from NHTSA's web-site, but they are bound to follow GM's directive. As this is clearly a safety issue, I had them execute the repair and paid for it myself. I contacted GM customer support and was instructed to file a reimbursement claim. I did so, and was then informed again that they couldn't process the reimbursement because GM had not yet determined an "approved" remedy for this recall issue. The day after the repair occurred, GM then updated the NHTSA recall campaign verbiage to read that a "final remedy" has not been determined. Today, I pulled up that same notice on NHTSA's website and it again reads the way it did originally (remedy is to "replace the HDM free of charge"). Aside from the repair cost of \$232.35 which should have been covered according to the original recall notice as it appeared on NHTSA's web-site (I have a hard copy printout of how it appeared that day which I will send along to you), I find GM's behavior to be irresponsible in allowing a defect that can clearly lead to a life-threatening situation for its customers to be left unresolved after this amount of time (nearly a year now), as well as filing conflicting information regarding the remedy on NHTSA's web-site. On the heels of last year's ignition switch debacle, that led to Congressional hearings and a settlement payout of nearly \$1 billion, it seems that the same dysfunctional mindset remains firmly entrenched at General Motors. Any assistance you could provide toward pressuring them to actually change their behavior with regard to product defects that represent harm to their customers would be greatly appreciated.

[True] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.
