

CL-10794382-7314

Telephone # [REDACTED]

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

[REDACTED]
Redding, CA.

July 5th 2016.

US. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation NVS100,
1200 New Jersey Avenue SE.,
Washington DC. 20077-9382.

JUL 14 2016

RE ODI-10794382.

Dear Sirs,

I am writing to you today, I was told by your Office
it's better to communicate in writing rather than phone calls.

I was hoping that my submission of papers to you and
request for a settlement by G.M. would have been approved by now.

Thank you,

Sincerely,
[REDACTED]

Encls. My letter to Mrs. Mary Barra G.M. dated July 1st 2016.
Copy of your letter NVS -216rr dated Dec. 2015.
Copy of my letter to you dated Dec. 30th 2015.

NM
7/15/16
SMD

Our telephone # [REDACTED]

[REDACTED]
Redding, CA.
July 1st 2014.

Mrs. Mary Barra,
300 Renaissance Center,
Detroit, Mich. 48265.

Dear Mrs. Barra,

when I would like to bring to your attention what GM. is recalling, Millions of Cars today, had actually started in 1997. That is we bought our Cutlass Supreme Olds 4D Vin # 1GWH52M2VF [REDACTED].

We took a trip down to Southern California, on the way back just before we reached Stockton, CA. The car suddenly stopped in the middle of I-5 Freeway. My wife & I were very lucky NO BIG TRUCKS or cars were behind us. We managed to push the car off the Freeway. We called G.M. at the time, they informed us to take the car to the dealer which was Millers, "now out of business". They could not find nothing wrong. I contacted GM Olds Division in the Detroit Area, they directed us to Better Business Bureau in Sacramento CA. We had arbitration but the man they brought to mediate with my wife and I After presenting all the facts, decided with Olds against us. There were several things wrong with the car including the Ignition part for which you are recalling all these GM cars today. It never stopped dying on the road. We were afraid some one was going to hit us from the back, so I Decided every where we went we always drove on the right so that we would be able to get off the road. We had a second arbitration in Sacramento CA. with the B.B.B. again the man said a lot of the stuff wrong with the car should be covered in warranty, again he was in favor of your Company against us. I called BBB. in Va. asked the question "DO YOU EVER RULE IN FAVOR OF THE CONSUMER"? His reply was "SOMETIMES".

We contacted the State of California, and their reply was since we were already dealing with GM & BBB there was nothing they could do.

On the bright side when we lived in Dearborn Heights Michigan I loved to buy Olds cars, my first car was 1962 Starfire purchased from Dave Menhart in Wyandite Mich., second car was Delta '88 from LeBaron, Wayne Mich., and also bought '98 from the same dealer.

I worked in Sales on Michigan Ave in Inkster, [REDACTED] for 18 years. When I qualified to get Company cars I managed to talk the President of the Company into buying me Olds. cars. The first one was from LeBaron Olds. in Wayne, second year from Charnock Olds. on Michigan Ave. in Dearborn, third Olds. Glass Olds on Telegraph Road etc. When we moved to California this Cutlass was my 2nd car purchased from the same dealer.

We paid \$18,000.00 for this car and between \$4,000 - \$5,000.00 in repairs. As a matter of fact we tried to talk to GM on many occasions, and even I called Mr. Warner but he also ignored our call.

We spent so much money for mechanics to fix this Olds. we finally got it to work. About seven years ago we sold it.

In view of the circumstances, we are hoping you will consider compensation towards the troubles and expenses we had with this Olds.

Thank you,

Sincerely,
[REDACTED]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure. VOQ



Dec. 30th 2015.

US. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation NVS100,
1200 New Jersey Avenue SE.,
Washington DC. 20077-9382.

I would like to bring to your attention that this Olds. Car was very defective from the begining. As you read from my letter recently sent to Mrs. Mary Barra explaining the difficulties we had with this automobile. This car should have been replaced and sent back to GM. Factory for rebuilding and sale again.

G.M. refused to honor or accept to exchange this car at that time. According to the information we learn now that GM . knew about the Starter and the Ignition being bad in 1997 Models, but they decided to cover it up.

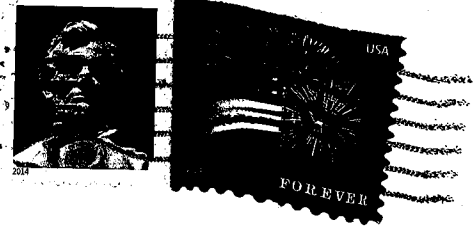
I was told by "Miss Anne" GM. at 1-855-880-1500 to go and report all of these facts to the Hwy Transportation.

Respectfully,



Redding, CA

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National Highway Traffic Safety Administration
Office of Defects Investigation NHTSA
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Washington DC 20077-9382