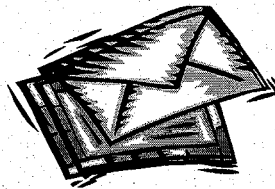


NHTSA ccmMercury Routing Slip

Printed: 10/27/2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**NHTSA #: ES15-005499****XREF #:****Delivery: S10 E-MAIL****Rec'd Date: 10/27/2015****Doc Type: CMB****Address To: S1****Referred By: NPO-011****Doc Date: 10/19/2015****Due Date: 11/2/2015****S10 #: S10-151026-018****DOT/I #:****RMP #:****Subject: S10 DIRECT REPLY- LETTER TO THE SECRETARY FROM [REDACTED] RE
REQUESTING ASSISTANCE WITH THE RECALL OF A 2012 GENERAL MOTORS VEHICLE****Ack Date:****Sign Office: ENFORCEMENT****Cleared Date:****File Loc:****Added By: CBUTLER x60180****Ack By:****Signature: FRANK S. BORRIS****Cleared By:****XREF File:****Modified By: Chris.Butler****Signed For:****Cleared For:****Closed Date:****Most Recent Comment:****Author:**

OCT 27 2015

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/27/2015	11/2/2015	

NH
102715
SMD

Anthony Foxx, Secretary of Transportation
US Department of Transportation
1200 New Jersey Ave.
S.W. Washington DC, 20590

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2015 OCT 27 A 10:48

Dear Mr. Foxx,

I am sending you a copy of a letter that we recently sent to Mary Barra, CEO General Motors. We are making you aware of the position that General Motors is taking toward manufacturing and design issues of their vehicles. We received a letter of information acknowledging that GM did not intend to recall and fix a known safety issue caused by faulty design of the 2012 Savanna van. We experienced a life threatening situation in August when we had a complete brake line failure coming down a steep mountain pass in Alaska.

In your position, we are hopeful that this is not a practice sanctioned by the US Department of Transportation that allows an automobile company to avoid recalls. We would appreciate hearing from your department to let us know what is being done to correct the position that General Motors has taken toward recalls.

Thank you in advance for your cooperation and investigation of this safety issue.

Sincerely,

[REDACTED]
Fenton, Michigan, [REDACTED]

My email is [REDACTED] Phone number is [REDACTED]

October, 15, 2015
Mary Barra, CEO General Motors
PO Box 33170
Detroit, Mi 48232-5170

We are writing this letter to share our concerns and anger regarding the callous position that General Motors has taken toward vehicle defects that should warrant an official recall. In 2012, we purchased a full size GMC Savanna Van. In March, 2015, we received a letter from General Motors that indicated this was not a RECALL but a letter of information that the brake line may fail due to "inadequate clearance". After visiting with the Fenton GMC dealer, we were told that if there were no problem indicators at that time that the part would not be replaced prior to its failure.

On August 5, 2015, we began our trip to Alaska. On August 19, we were driving on a steep mountain road with an 8% grade and the brakes failed! By using the transmission to assist in braking we were very lucky that we were able to drive the van to a flat area before we went over the mountainside or hit oncoming traffic. All brake fluid had leaked from the reservoir and fluid was splashed on the under carriage due to a brake line failure. This failure was predicted by, but ignored by GM leadership. After 2 hours on the phone with GM representatives, they agreed to pay for the towing bill back to Palmer Alaska, which was 117 miles.

Our vehicle was towed to the GM dealer in Palmer Alaska. The staff was terrific and explained that it would take 6-8 days to get the redesigned part from the lower 48. Indeed the brake line had a hole in it because it was installed to in a known area of inadequate clearance. It is clear to us that GM favors the economic bottom line over the safety of their owners and the rest of the driving public.

At this point, we were so thankful that we were safe and that we had not harmed another family. GM did pay for a 6 day rental but the delay required we pay for hotels and restaurants which added an additional \$ 1,000.00 to our vacation.

We finally received our van back after 7 days with the new part installed. We are saddened by the lack of personal integrity that General Motors continues to

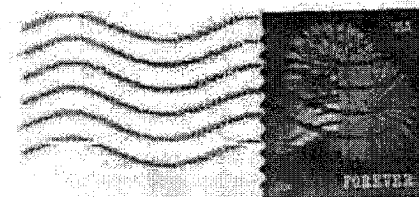
exhibit regarding recalls. In May 2015, we also received a letter regarding a fuse/fuel pump issue that could cause a fire. Within days that letter was rescinded with an apology of being sent to us by mistake. Both of these issues are life threatening issues. How can people's lives be put in danger for the sake of company MONEY???? Issue a recall and fix the mistakes!! Be assured this will be the very last time that we purchase a GM product.

If you need additional information please free to contact [REDACTED]
[REDACTED] Fenton, MI. [REDACTED] The email is [REDACTED] phone is [REDACTED]



METROPLEX MI \$80

19 OCT 2015 PM 17 L



Anthony Fox, Secretary of Transportation
US Department of Transportation
1200 New Jersey Avenue
S.W. Washington, DC
20590

S10-151026-018

20590





Office of the Secretary of Transportation Executive Secretariat

Control number: S10-151026-018	Action office: NHTSA	
Document date: 10/19/2015	Due date: 11/2/2015	
Author(s): [REDACTED]		
Subject: Requesting Assistance with the Recall of a 2012 General Motors Vehicle		
Action: Direct Reply		

Comments:

Date	Action	Action by
10/26/2015	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	ASHLEIGH.SCHOFIELD
10/26/2015	DIST: A1,C1,S3	ASHLEIGH.SCHOFIELD
10/26/2015	Updated Folder Information.	ASHLEIGH.SCHOFIELD
10/26/2015	Work Folder Assigned to NHTSA.	ANGELICA.GERTEL1
10/26/2015	Incoming File Uploaded.	ANGELICA.GERTEL1
10/26/2015	Control Number Created.	ANGELICA.GERTEL1

Date	Note	Note by
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