

CL-10838236-5227

December 18, 2015

York PA

JAN 5 2016

To: Administrator of National Highway Traffic Safety Administration

In regards to my case # [REDACTED] pertaining to my 2003 Buick Regal with 107,000 miles on it and it's VIN# being: 2G4WB52KX31 [REDACTED] I called today and spoke with "Senior Advisor Jennifer" explaining that the recall letter I received was incorrect. I have had no repairs whatsoever for the issue at hand involving recall for this condition which the current letter describes as being # [REDACTED]. And that I do have oil on the floor of my garage and that the advice to simply not park in the garage is a critical situation for me. My personal safety and that of my mother is at risk without the use of my garage. The included documentation regarding an ongoing domestic violence issue shows you why it is so critical that I have the safety my garage provides going to and from my home daily as we must utilize my vehicle. I do not leave the car until the garage door is down and do not put the garage door up until we are locked inside the vehicle. So your solution to not utilize the garage until parts are provided for the repair is putting us at considerable risk. I did not get an answer as to when the parts will be provided and said if I could not get the parts tomorrow then GM should provide me with a vehicle safe enough to be parked in my garage until the parts are provided. When I asked to speak with a supervisor was told that the only one was "in a meeting and would call me back within 24 hours". Well that was about 3pm on this Friday afternoon, so I asked that I be passed on to someone who could speak with me at that time and Jennifer said that would not happen and when I asked again, she said she'd be happy to have this conversation with me all day long. I asked her if she realized how critical a domestic violence situation is and that if she didn't pass me off to a superior and if something happens to us or my car as a result of me not being able to use my garage I would sue her personally and GM as well. I was hung up on. I placed this call from the dealership and asked the staff who overheard this call when they expected the parts. They said they have no clue. I asked if I could sell the car and they said I should make the buyer aware of the recall for their own safety. So who is going to buy a car that the manufacturer has warned may catch fire and has no foreseeable date of providing repair parts? I am appalled that I was treated so casually on the phone despite my pleas of assistance that this issue forces me to beg for. How do you intend to assist me? And please don't offer me a great deal on a new car if I trade in this one - my only job is caring for my [REDACTED] year old frail mother who has dementia and it pays nothing, literally. Snow and ice is around the corner, I hope you do not delay in responding.

see recall letter included

CC: Jeffery Boyer, Vice President Global Vehicle Safety

NM
1816
SMD

Sincerely frightened,

[REDACTED]

Kearney Galloway LLC

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November 17, 2015

[REDACTED]
Seven Valleys, PA [REDACTED]

JAN 5 2016

Re: Property Located at [REDACTED]
Statements toward or against [REDACTED]

Dear [REDACTED]

As you are likely aware, this office represents [REDACTED] as Agent under [REDACTED] Power of Attorney. It has been brought to our attention that you have or may have been conducting activity on or about the property located at [REDACTED] which has or is interfering with [REDACTED] efforts to sell such property and otherwise harassing [REDACTED]. You are advised to cease and desist all further harassment by you against both [REDACTED]. I have advised my clients not to hesitate to contact the police in the future should any harassing communications be initiated by you, or others at your direction, or if you continue to interfere with her efforts to sell the property. Additionally, please be advised that any further communication or harassment by you, or anyone on your behalf, will result in the initiation of criminal charges against you for the offense of harassment and stalking, pursuant to 18 Pa.C.S.A. §2709, and/or harassment by communication or address, pursuant to 18 Pa.C.S.A. §5504.

It is our further understanding that you have or may have recently entered onto or into my client's property and/or home. Please be advised that you, members of any business you may own, your friends, family or anyone acting on your behalf, are not to enter or remain on any property currently owned or occupied by my client at [REDACTED] because you have hereby been given notice that you will be trespassing if you do so. If you fail to abide by the conditions of this letter, we will seek to have you prosecuted pursuant to 18 Pa.C.S.A. 3503(b)(1)(I); defiant trespass. According to that section, a person commits the offense of defiant trespass if, knowing that he is not licensed or privileged to do so, enters or remains in any place as to which notice against trespass is given by actual communication to the actor. This offense is a

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misdemeanor of the third degree and is therefore punishable by a term of imprisonment of up to one (1) year, a \$2,500 fine, or both. The offense under this subsection is defined as if the offender defies an order to leave personally communicated to him by the owner of the premises or other authorized person.

Please note that your actions thus far have been in distinct violation of the law. Should you continue in harassing or threatening actions or statements toward my clients, interference in their efforts to care for and/or sell the property or trespass on or upon property belonging to my clients, we will be forced to pursue legal action against you for your acts of harassment, contract interference and trespass.

Please govern yourself accordingly.

Very truly yours,

Kearney Galloway, LLC

Jennifer A. Galloway, Esquire

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IMPORTANT SAFETY RECALL

December 2015

Case #



800-521-7300



York, PA

This notice applies to your vehicle, VIN: 2G4WB52KX31

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2003 model year Buick Regal vehicles equipped with a 3.8L V6 engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15757.
- Parts to repair your vehicle are not currently available.
- Previously, your vehicle was repaired under a safety recall for this condition. The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires relating to this condition. Your vehicle will require further repairs to remedy the condition.
- Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Buick dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed, if they haven't been already. This service will be performed for you at no charge.

When parts are available, we will send you another letter asking you to take your vehicle to your Buick dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the next letter.



General "Service Advisor"

This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V701.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15757



GM Announces New Vehicle Safety Chief

Jeff Boyer named Vice President, Global Vehicle Safety

2014-03-18

DETROIT – General Motors CEO Mary Barra today named a new vehicle safety leader whose first priority will be to quickly identify and resolve product safety issues.

Jeff Boyer, has been named to the newly created position of Vice President, Global Vehicle Safety, effective immediately. Boyer, who has spent nearly 40 years in a wide range of engineering and safety positions at GM, will have global responsibility for the safety development of GM vehicle systems, confirmation and validation of safety performance, as well as post-sale safety activities, including recalls.

Boyer will provide regular and frequent updates on vehicle safety to Barra, senior management and the GM Board of Directors.

“Jeff’s appointment provides direct and ongoing access to GM leadership and the Board of Directors on critical customer safety issues,” said Barra. “This new role elevates and integrates our safety process under a single leader so we can set a new standard for customer safety with more rigorous accountability. If there are any obstacles in his way, Jeff has the authority to clear them. If he needs any additional resources, he will get them.”

“Nothing is more important than the safety of our customers in the vehicles they drive,” said Boyer. “Today’s GM is committed to this, and I’m ready to take on this assignment.”

Boyer, 58, will report to John Calabrese, Vice President of Global Vehicle Engineering and become a member of Global Product Development staff, led by Mark Reuss, Executive Vice President, Global Product Development, Purchasing and Supply Chain.

Boyer began his GM career in 1974, as a co-op student and has held several senior engineering, safety and process leadership positions, including the role of a total vehicle integration engineer. His most recent position since 2011 was Executive Director of Engineering Operations and Systems Development. Before that, Boyer served as Executive Director of Global Interior Engineering and Safety Performance where he was responsible for the performance and certification of GM vehicle safety and crashworthiness. He holds a Bachelor of Science in Electrical Engineering from Kettering University and a Masters of Business Administration from Michigan State University.

General Motors Co. (NYSE:GM, TSX: GMM) and its partners produce vehicles in 30 countries, and the company has leadership positions in the world’s largest and fastest-growing automotive markets. GM, its subsidiaries and joint venture entities sell vehicles under the Chevrolet, Cadillac, Baojun, Buick, GMC, Holden, Jiefang, Opel, Vauxhall and Wuling brands. More information on the company and its subsidiaries, including OnStar, a global leader in vehicle safety, security and information services, can be found at <http://www.gm.com>

York, PA

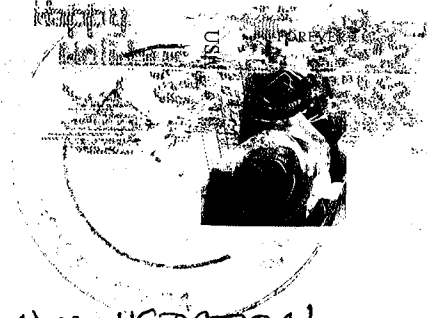
PLACE STICKER AT TOP OF THE RETURN ADDRESS ENVELOPE
CERTIFIED MAIL®



7015 0640 0000 8758 5738

HARRISBURG PA 171

22 DEC 2015 PM 5



RETURN RECEIPT
REQUESTED

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E85-115

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON DC 20590