

December 28, 2015

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Administrator:

JAN 12 2016

I received the GM safety recall, #15042, 6 days after my A/C went out in my 2008 Hummer. Before receiving the notice, I took my car into Firestone for diagnosis on 8/5/15 because my A/C was not blowing out any air. Firestone replaced my BLOWER MOTOR RESISTOR at that time in the amount of \$233.66.

The first course of action in fixing the A/C is to start with replacing the BLOWER MOTOR RESISTOR in the hopes that the BLOWER RESISTOR CONNECTOR hadn't burned. My CONNECTOR was burned. Because I wasn't able to afford the CONNECTOR at the time, I had to wait until 9/9/15. The CONNECTOR cost me \$248.64.

Upon receiving the recall notice on 8/11/15, I called the Hummer Customer Assistance Center at (800) 732-5493 and spoke with Jan. Jan told me that NO parts were available at any dealership, anywhere. I told her that I'd already, just 6 days ago before receiving the recall notice, had to replace my BLOWER MOTOR RESISTOR and that the CONNECTOR had burned as GM's recall Stated that it could. I told her I needed to be, immediately, reimbursed the \$233.66 and that I need to get the CONNECTOR replaced.

Jan stated that it was unlikely that I would be reimbursed as a dealer hadn't done the diagnosis and the initial repair. (Who knew that I was fixing an issue that could've caught the car on fire and killed me and my kids!!!) She then told me that no parts are available to fix the CONNECTOR and probably wouldn't be in the near few months. I told her that Firestone can get the parts within 3 days. Jan then said nothing will be covered for any money I'm out, period.

Who in the world would not have a repair done on a car that could catch on fire and is used daily to transport kids everywhere and used for work, sitting in Atlanta traffic every day? That's absolutely insane! With that being said, I'm asking for your assistance in recouping my money I had to pay for remedying GM's potential fire.

My phone call reference # is [REDACTED] Date: 8/11/15 \$482.30

Firestone repair receipts are enclosed.

Should you need to contact me, please call [REDACTED] or email me at [REDACTED]

Thank you,
[REDACTED]

NM
1/12/16
SMD

HUMMER

HUMMER
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECAL



15042 5GTEN13L588 69 0002971

ALPHARETTA, GA



August 2015

Dear [REDACTED]

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 2008 model year Hummer H3 vehicles. 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 15042.
- **Parts to repair your vehicle are not currently available.**
When parts are available, we will send you another letter asking you to contact your GM dealer to arrange a service appointment.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The connector module that controls the blower motor speed in the heat/vent/air conditioning (HVAC) system may overheat under extended operational periods at high and medium-high blower speeds. If this condition occurs, there is the risk that the heat generated could melt the plastic surrounding the connector module, which increases the risk of a fire.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your General Motors dealer will replace the female connector and harness. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls.

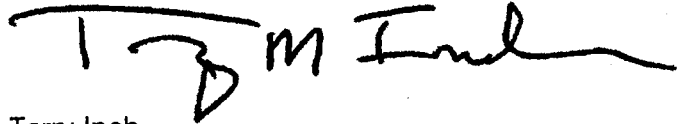
Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Hummer Customer Assistance Center at 1.800.732.5493 (TTY 1.800.833.6537).

GM

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 15V421.

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



Terry Inch
Executive Director
Global Connected Customer Experience

GM Recall #15042



Customer Invoice

08/05/2015

Re-Printed on 09/09/2015 12:29 PM

**FIRESTONE COMPLETE AUTO CARE
SPALDING
7780 SPALDING DR
NORCROSS, GA. 30092-4207
DUPLICATE INVOICE**

Service Advisor:

07 LEE

770.449.5373

ALPHARETTA, GA

2008 HUMMER H3 ALPHA

5.3L V8 FI GAS VIN L OHV

Lic #: GA Vin #: 2GTEN131588

In: 08/03/15 2:19PM

Mileage: 125,639

Out: 08/05/15 10:59AM

Store #023019

RETAIL SALE

Description

MISCELLANEOUS INSPECTION

RECHECK FOR A/C NOT BLOWING AT ALL

Rev Hist

/Article # ID

Qty

Unit

Extended

Jok

07

7003186 02NS

1

N/C

N/C

Total

Technician(s):

02 BRYAN

Payment History:

Summary:

Parts

0.00

Labor

0.00

Shop Supplies

0.00

Sub-Total

0.00

Tax (7.00%)

0.00

Total

\$0.00

→ OVER

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

1) 08/03/2015 02:49PM 233.66

IN PERSON

2) 08/05/2015 10:59AM -233.66

IN PERSON

Customer Signature

All parts are new unless otherwise specified.

Declined Work:

AIR CONDITIONING SERVICES

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 023019-129655www.FirestoneCompleteAutoCare.com

WORK ORDER

08/05/15 10:59AM

ALPHARETTA, GA

FIRESTONE COMPLETE AUTO CARE

7780 SPALDING DR
NORCROSS, GA. 30092-4207

SERVICE ADVISOR

07 LEE

770.449.5373

2008 HUMMER H3 ALPHA

5.3L V8 FI GAS VIN L OHV

LIC # GA VIN # 2GTEN131588

IN 08/03/15 2:19PM EST. MILEAGE 22

Store # 023019

Recommended Services not Authorized by Customer

Status	Description	Qty	Parts	Unit Price Labor	Extended Price Job Total Cat. Total	Total
Recmd	AIR CONDITIONING SERVICES				218.99	
	BLOWER RESISTOR CONNECTOR	1	103.99	0.00		
	BLOWER RESISTOR CONNECTOR LABOR	1	0.00	115.00		
	Improved Performance - Suggested				> 218.99	218.99

Recommended Parts: 103.99
Labor: 115.00
Subtotal: 218.99
Shop Supplies: 6.90
Tax (7.00%): 7.77
Total: 233.66

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate.

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

www.FirestoneCompleteAutoCare.com

Customer Invoice

FIRESTONE COMPLETE AUTO CARE

Service Advisor:

09/09/2015

SPALDING

07 LEE

7780 SPALDING DR

770.449.5373

NORCROSS, GA. 30092-4207

2008 HUMMER H3 ALPHA

5.3L V8 FI GAS VIN L OHV

Lic #: [REDACTED] GA Vin #: 2GTEN131588 [REDACTED]

In: 09/09/15 11:25AM

Mileage: 126,859

Out: 09/09/15 12:28PM

ALPHARETTA, GA

Store # 023019

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Jot Total
AIR CONDITIONING SERVICES					232.99
BLOWER RESISTOR CONNECTOR	7030864 02TN	1	117.99	117.99	
BLOWER RESISTOR CONNECTOR LABOR	7042641 02NS	1	115.00	115.00	

INSPECTION

FROM PRIOR INSPECTION

Technician(s):

02 BRYAN

Payment History:

ECA Check

248.64

Total Tendered

248.64

Summary:

Parts	117.99
Labor	115.00
Shop Supplies	6.90

Sub-Total 239.89

Tax (7.00%) 8.76

Total

\$248.64

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 023019-130478www.FirestoneCompleteAutoCare.com

CERTIFIED MAIL



7015 1730 0000 9230 4767

Duluth, GA



US POSTAGE
\$07.45⁰

Mailed From 30097

01/04/2016

031A 0004182084

W40-304

National Highway Traffic Safety Admin
1200 New Jersey Avenue, SE
Washington, DC 20590

ATTN: Administrator (?)