

[REDACTED]
State Island, N.Y. [REDACTED]

January 5, 2016

US National Highway and
Traffic Safety Administration
Office of Vehicle Safety
1200 New Jersey Ave. SW
Washington, D.C. 20590

JAN 13 2016

re: General Motors Corp.
Chevrolet Division

Enclosed are copies of correspondence
sent to GM concerning product defect
and related issues of the Chevrolet
Monte Carlo. They have not responded
to my complaints.

Any assistance you can provide
is appreciated.

Sincerely
[REDACTED]

Telephone: [REDACTED]

NAM
11/16
SMD

[REDACTED]
Staten Island, N.Y. [REDACTED]

December 10, 2015

GENERAL MOTORS COMPANY
P.O. Box 100
100 Renaissance Center
Detroit, Michigan 48265

Re: Chevrolet Monte Carlo
Vin #2G1WW12E919 [REDACTED]

As discussed with your company in a recent telephone conversation, I am writing to further explain defects with the abovementioned vehicle.

As explained to a customer service representative, it is often VERY hard to Shift the vehicle from either Park to Reverse or Park to Drive as the release pin on the floor shift sometimes requires extreme force to release the shift mechanism from Park. Over a period of time this has resulted in a painful hand condition (right hand) requiring visit to an Orthopedic Specialist and his prescribing an Orthopedic Hand Brace (see attached prescription) to relieve hand pain. Additionally, more extensive treatment may be needed in the future.

If this one issue would resolve the defects with the vehicle, I would consider repairing it and not involving GM, understanding the age of the vehicle and the fact that the warranty expired long ago.

Other serious safety related issues remain with this car:-

- (1) The "Check Engine" light came on about two weeks ago and I immediately brought the car in for computer diagnosis. This result was a reading that the Oxygen Sensor was malfunctioning and had to be replaced (Code PO135), Bank 1, Sensor 1. A new one was purchased but a highly competent mechanic with 20 years experience was unable to remove the old one, stating that it was either "rusted or fused" into the exhaust system; exhaust system parts plus sensor(s) would have to be replaced. This would involve extensive and costly repairs.
- (2) On another occasion, I exited the vehicle in a fast food restaurant parking lot and the front seat passenger suddenly become locked in and entrapped in the vehicle. Unable to open the door or window, the horn would not respond (in order to warn me). There was some type of electrical or computer malfunction, as I had not locked the door. The woman became quite frightened.
- (3) The horn does not always respond to pressure placed on the steering wheel. There are times when I had to "Hunt and Search" for the right spot, using up critical time when driving and trying to warn other vehicles and/or pedestrians.

I was advised by a car dealership that selling the car to a private party could very easily leave me open to a civil lawsuit, once the buyer learns of these defects.

Sincerely,
[REDACTED]

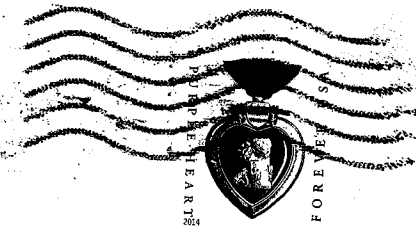
Cc:NYC Consumer Affairs

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

Staten Island, NY

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