

Sahlequah, OK
May 25, 2016

JUN 29 2016

U. S. Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF800
1200 New Jersey Ave, SE
Washington, D.C 20077-9382

On February 25, 2016 my car, a 2013 Buick LaCrosse, accelerated as I was parking in a business parking lot. I pulled into a parking space and was gently tapping and releasing the brake since the car had not touched the parking block.

Suddenly, my car accelerated, jumped the parking block, jumped the curb, traveled through a flower bed, and smashed into the porch of the business.

A claim was submitted to GM which they denied. Therefore, I verbally asked for a written statement saying the car was safe which they also verbally denied. I have enclosed their statement of denial of the claim.

NAM
6/21/16
SMD

Since I believe this may happen again,
I felt you should be aware of the situation.

At least twice before the February 25, 2016
accident while waiting in a lane of traffic
with my foot on the brake for the signal
light to change, the engine revved up and
the car jerked forward.

I refuse to drive this unsafe car and it
has been sitting in the garage since the
repairs were completed by the body shop
for the accident damages. I would like to
trade it but my concern is that the next
time the car accelerates on its own, it
could result in more serious injury,
even death, and considerably more
damage to other cars and/or buildings.

I was fortunate that I had only a very black chin,
a black neck, and damage to both knees.
My right knee sustained more damage than
the left knee indicating the right knee was
closest to the dash, further indicating the
right foot was on or near the brake and
not on the accelerator.

This has been a very stressful and most inconvenient situation since, even though retired, I have a very busy life with obligations in community organizations and church activities.

Also, my husband has numerous health issues requiring multiple visits to various specialists in Tulsa (a 150 mile roundtrip), back surgery in January 2016 and hospitalization in Tahlequah for a 3-day stay. Since he was unable to drive from September 2015 until the first of April 2016, it has ^{been} necessary to depend on friends and/or out-of-town employed family to drive us to appointments. He finally ^{was} released from "Home Health" and a Physical Therapist on May 25, 2016.

According to information secured on-line, I find there have been some 2013 Buick LaCrosse Power Train Recalls manufactured between April 25, 2013 and March 6, 2013. My vehicle was manufactured February 2013.

A Question!! How hard would a person need to stomp on the accelerator for a car to

jump the parking block, jump a curb,
travel through a flower bed and smash
into a building when the vehicle was
very near the parking block - possible
as much as 12 inches from touching
the parking block?

2nd Question!! How could a 5' (almost)
120 pound, ■ year old woman with arthritis
in both knees who wears a size 4½ shoe
accomplish such a feat?

I believe this situation is worthy of further
investigation so that no one else is
injured. I appreciate any help which you
may provide on this important matter.

Sincerely,

■

cc: E SIS / Mm Central Claims Unit denial

ESIS®

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
248.778.1759 fax

Paul Olle
Claim Administrator

May 12, 2016

[REDACTED]
TAHLEQUAH, OK [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 2/25/2016
Vehicle: 2013 Buick LaCrosse
VIN: 1G4GC5ER3DF [REDACTED]

Dear [REDACTED]

This will confirm that we have completed our review of your claim regarding alleged defects to the 2013 Buick LaCrosse. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Sincerely,

Paul Olle

Paul Olle

CERTIFIED MAIL

Tahlequah, OK



9579 8344

DOT Mailroom

TO: W48- 226

Building: DOT

Mailstop: 4 West

Route Sym: NVS-200,210,30

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



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