

CL-10873011-7531

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

General Motors
POB 33170
Detroit, MI 48232
866-790-5600/5700

JUN 21 2016

Re: VIN#2G1FK1EJ8A9 [REDACTED]

Dear Sir/Madam:

I wish to seek your assistance to remedy the problem we are currently experiencing with the airbag sensor.

I feel that warranties are irrelevant when safety issues arise and that no out of pocket expense should be borne by the consumers. Please see my entire transactions regarding the issue. I would deeply appreciate whatever you can do. Thank you from the heart.

Sincerely,

[REDACTED]
West Covina, CA [REDACTED]

Cc:
NHTSA Headquarters
1200 N Jersey Avenue, SE
West Building
Washington, DC 20590

Puente Hills Chevrolet
17300 Gale Avenue
Industry, CA 91748

RR
7816
SMD

Transactions Regarding 2010 Camaro Air Bag Bearing VIN#2G1FK1EJ8A9 [REDACTED]-No Accident Involvement to date/Mileage as of Today, 06/08/2016=86825 Miles.

6/5/2016 @2:09 p.m.- Called Chevrolet Puente Hills Mall (626-502-6926) and spoke with Mr. Bruce Thorpe, Manager Auto Body Shop and I related to him the problem with the air bag sensor lighting up. He informed me that warranty expired for 2010 models in 2016. Although safety issue, I am still required to pay for diagnosis fee of \$125.00.

06/06/2016 @01:12 p.m.-Called Auto Safety Hotline of the National Highway Traffic (888-327-4236) to inquire about recall on air bag. Spoke with Dawn and related to her the problem with the air bag sensor. Ms. Dawn informed me of the Manufacturing Recall #N140294. I told her that we never received notification for such recall. She asked if I wanted to place a complaint. I declined. I said I only want this matter resolved. She advised that I call Chevrolet at 800-222-1020. This transaction is noted in Reference# [REDACTED]

06/06/2016@1:28 p.m.- Called Chevrolet at 800-222-1020 and spoke with Charlene who informed me that the Manufacturing Recall #140291 pertained to ignition issue that there was "no connection to airbag sensor." This transaction is noted in Case# [REDACTED] She would send me a copy of the transaction via email.

06/07/2016- Went to see a mechanic friend who could not diagnose the problem due to the "code" not coming up.

06/07/2016- Went to Chevrolet Puente Hills and spoke with Hector. He informed me of the warranties for the following:

Three (3) years or 36000 miles= cover airbags, windows, seatbelts

Five (5) years or 100000 miles= cover power train

Hector was very gracious to quickly check the car by turning on the engine. No sensor came. He told me that the only time a code would come up was/is when there would be a problem. I surmised that he equated the no code to no problem.

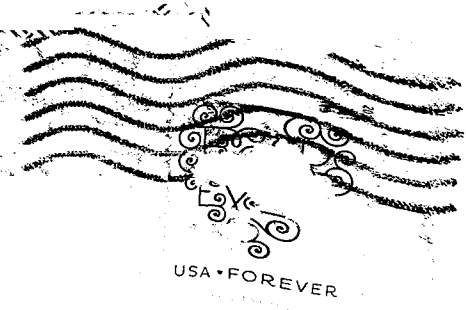
06/07/2016 @ 1:23 p.m.- Called Auto Safety Hotline and spoke with Shatara. I narrated to her above transactions. I reiterated the problem with the airbag, no lit sensor when starting the car but regardless of speed, air bag sensor would light up. I related my conversation with Charlene of Chevrolet. Shatara explained to me about the ignition issue under the Manufacturing Recall but the airbag problem still fell under that recall. She read to me an excerpt "... airbag not deploying"

06/07/2016- Called Chevrolet and spoke with Divine to inquire about their HQR address/ I was informed that Case# [REDACTED] is now closed. She said that she would email me again the transaction notes since the first one was not received. I checked my spam mail. Neither copy was ever received.

[Redacted]
West County, CA

SANTA ANA CA 926

09 JUN 2016 PM 1 L



NHTSA Hqs
1200 N. Jersey Avenue, SE
West Building
Washington, DC 20590

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