

Jan 17, 2017

My Name is [REDACTED]
ODI 10888370

JAN 24 2017

My accident was
sent to you and now I'm
requesting a Update or a Response
to this Accident.

Thank You Very Much

[REDACTED]
Mickleton, NJ [REDACTED]

[REDACTED]
The accident was a horrible
experience and hope it doesn't
happen to anyone else?

The car did malfunction
and had no control, Buick shared
it under the rug saying nothing was
found wrong, you saw what it
caused.

NAM

2317

SMP

then I get this letter
saying this. sheet attached

Please help me with this
matter. I am out of 8,000.00
dollars due to this Malfunction?
I dont know if this condition could
have anything to do with this accident.
Thanks Again





September 2016

[REDACTED]
Mickleton, NJ [REDACTED]

This notice applies to your vehicle, VIN: 1G4PR5SK6F4 [REDACTED]

Dear [REDACTED]

As the owner of a 2015 model year Buick Verano, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015 model year Buick Verano vehicles may have a condition where the accelerator pedal can break at the stalk just below the housing due to the driver entering or exiting the vehicle with their foot resting on the accelerator pedal. If the pedal breaks, it would not be possible to operate the accelerator once the stalk has broken off. The vehicle would return to idle regardless of transmission gear position.

Do not take your vehicle to your Buick dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015 Buick Verano within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Buick dealer. You may want to contact your Buick dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2017, unless state law specifies a longer reimbursement period.

[REDACTED]



[REDACTED]

If you have any 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).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

A handwritten signature in black ink, appearing to read "Tom Inel". The signature is fluid and cursive, with a long horizontal stroke at the end.

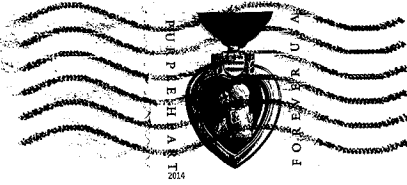
Executive Director, Global Connected Customer Experience

Enclosure
38170

Mickleton, NJ

SOUTH JERSEY NJ 080

JAN 2017 PM 6 L



US Dept of Transportation
National Highway Traffic
Office of Administration Defects & Investigation
1200 New Jersey Ave SE
West Building
Washington, DC 20590

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