



CHRIS CHRISTIE

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

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



CHRISTOPHER S. PORRINO
~~Attorney General~~

KIM GUADAGNO
Lt. Governor

July 7, 2016

STEVE C. LEE
Director

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

JUL 20 2016

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

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72216
SMD



New Jersey Office of the Attorney General
 Division of Consumer Affairs
 P.O. Box 45025
 Newark, New Jersey 07101
 (973) 504-6200
 (800)-242-5846
 E-Mail: AskConsumerAffairs@lps.state.nj.us

OFFICE OF
 CONSUMER PROTECTION
 5211 290 JUN 24 2015

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Mickleton,
 STATE: NJ ZIP CODE: [REDACTED]
 HOME TELEPHONE NUMBER: [REDACTED]
(include area code)
 WORK TELEPHONE NUMBER: [REDACTED]
(include area code)
 * E-MAIL ADDRESS: [REDACTED]
 * NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: General Motors LLC Corp Service Company
 ADDRESS: 830 Bear Tavern Road
 CITY: West Trenton
 STATE: N.J. ZIP CODE: 08628
 TELEPHONE NUMBER (1): 1-313-667-1126
(include area code)
 TELEPHONE NUMBER (2): 1-800-888-0164 -
(include area code)
Paul Olle - Claims Administrator
313-665-3396

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|---|---|---|
| <input checked="" type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input checked="" type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Furniture | <input type="checkbox"/> Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used
 b. Purchased Leased
 c. Purchase Price 25,206. Current Mileage 10,523
 d. Date of Purchase April 2015 With Warranty With Service Contract As Is
 e. Make Buick Model Verano Year 2015

3. Name of company you dealt with: Buick Barlow Woodbury, N.J. 08096

4. Name and title of company agents or employees you dealt with: Marlon Ligon ^{GM} - Claim Adjustor
Paul Olle Claims Administrator
G.M.

To Whom it May Concern,

On Easter Sunday March 27, 2016 I got into my 2015 Buick Verano and put it in reverse to back out. I was able to successfully back out and apply the brake. When I shifted the vehicle into drive, I lifted my foot from the break and the vehicle took off without me hitting the accelerator. I attempted to apply the brakes but they failed to slow or stop the vehicle. Instead the vehicle picked up speed and the steering became loose and delayed. I was unable to accurately steer the vehicle. Without the ability to stop or control the speed, the car proceeded to go through a stop sign and I crossed over a major highway, jumping a curb across the road. I continued trying to stop and steer, and finally the car turned left crossing back over the highway and into my neighbor's front lawn. The car stuck a lamp post, drove through a small wooden fence, a bicycle, lawn furniture and hit a tree head on. I did my best to avoid all of these obstacles, however I was never able to have full control of the car. When I impacted the tree head on, my head went through the windshield, my right hand was fractured and my ~~Left~~ hand was broken. My neighbor called the police, and gave them her eye witness account. She reported that she saw me coming through her front yard while she was standing at her glass front door. She commented that it appeared as though the driver had no control of the vehicle with no intent to stop, and that the impact sounded like an earthquake. I got out of the car screaming and bleeding. I gave my phone to the neighbor and asked her to call my daughter. The police soon arrived, as well as my daughter and I was sent to Cooper University Hospital in an ambulance where I was treated for hematoma, two broken hands, cuts and lacerations.

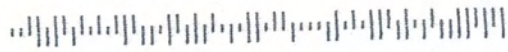
This experience was terrifying! I was injured, scarred, and unable to work. I no longer had a vehicle and was fearful of getting behind the wheel again. When I finally was able to physically drive again I had to put down \$2,000 for a new vehicle. I am currently on prescribed medication for anxiety as a result of this accident. The results of the accident were awful and the reality of what could have happened is beyond disturbing. What if there were other drivers on the highway? What if the neighbor and her family were still outside enjoying their Easter Egg hunt? This has caused severe damage and upset in my life, and I cannot help but think how it could have been a matter of life and death. This vehicle is out there on the road. Something must be done to protect the public.

Best Regards,









NJ Office

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
PO BOX 45025
NEWARK, NJ 07101



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