

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(7) 2017

CL-11005690-7717

June 6, 2017

General Motors Company
300 Renaissance Center
Detroit, MI 48265

Salt Lake City UT

Gentlemen:

Enclosed is a copy of a letter I sent to General Motors dated 3/25/17. I then received a call from "Archie" at GM on 4/11/17. He claimed due to the age of my car, and the high mileage (150,000 original miles – low mileage for a 1993,) plus the fact that I did NOT have the A/C conversion kit installed at a GMC dealer (where it would have been under warranty), they can do **nothing** for me.

I informed him I **never** received a letter stating I should have this work done at a GMC dealer, or that if it failed, (which it did,) after limited use, it would have to be removed or it would affect the power steering. I called around and was informed that State Radiator, was the **ONLY** company that could install it. I was informed on 4/11/17 that GM would be sending out a "recall letter," **as of tomorrow**— as of 4/12/17, a letter that should have been sent out years ago, so that no lives would be endangered of those who used these cars **every day**. Now there are not that many of these cars on the road.

Then on 4/19/17 about 1:57 PM, I received another call from "Archie" at GM. Since I cannot understand his "English" very well, I asked my son to take the call. Evidently, Archie called to see why I had procured the services of a shop other than a GM dealer for the work. My son repeated – we were told by several shops that they were the **ONLY** place that could do it. Then my son asked Archie if GM had sent out a recall letter, and Archie replied "No!" My son asked "Have you **EVER** sent one out?" and he replied, "No." Archie said IF they ever sent out a recall notice, the case number would be: # [REDACTED]

My car is still in good condition and I planned to keep it long as I could. We have purchased eight (8) GM cars in the past in our family, but this Cierra was my favorite car. I prefer it over newer cars we have rented for trips to see my daughter, (in order to keep mileage low in this car.) Now I have no A/C and cannot drive it this summer.

I paid for this system, thinking it would serve me well for the life of the car, which IT DID NOT, since it was hardly used each week. If these kits were "foreign made" and proved to be faulty, they should NOT have continually been sold and installed. I was **FORCED** to buy a product that was almost worthless, and then **FORCED** to pay to remove it to avoid injury or death.

I should be reimbursed \$1,608.⁷⁶. There was also time and inconvenience involved for two drivers in getting the car across the valley, leaving it for installation and removal, and retrieving it. I was fortunate my mechanic said to have the kit removed immediately because of the danger, or one of us could have been seriously injured since GM was negligent years ago. The same shop had to remove the "conversion kit," since this car uses the single serpentine-belt design – which can cause catastrophic engine failure, if the conversion kit should fail! (Which it did for us!) GM has been extremely fortunate that no one had accidents due to this failure and sued them.

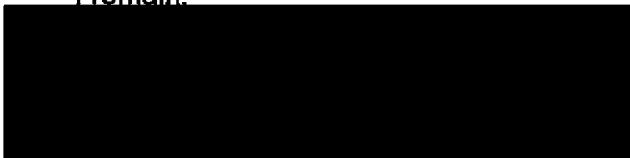
NAM
71217
LD

I feel that for this model of Oldsmobile (the Cutlass Ciera,) the single (serpentine) belt engine-design **is a design defect**, and could **endanger all occupants** of the car, since a failure of the A/C unit (catastrophic or otherwise,) could effect the power steering while driving (which it did coming off the ramp of the local freeway!). Such a design defect should have been addressed in the form of a "Safety Recall Notice" to all owners and former owners of this particular model of car. I am now forced to insure a car I cannot use when it is most needed.

It is a sad commentary when a large company like GM cannot accept their responsibility and I am out \$1,608.⁷⁶, and I've had all the expense, inconvenience and grief of this fiasco. Try sitting through eight to ten red-lights on a short shopping trip in 97° weather!

Since Archie stated you will NOT reimburse me, we will continue to generously render publicity for your company.

I remain,



enclosures (4)

Copies:

Consumer Protection Office
Federal Transportation Safety Commission
Federal Trade Commission
Attorney General in Michigan
Better Business Bureau

Copy

March 25, 2017

General Motors Co.
300 Renaissance Center,
Detroit, Mich. 48265

Dear Gentlemen ,

I own a 1993 Cutlass Ciera Oldsmobile which I have enjoyed since 1994. (My family has owned six GM Cars, but this was my favorite.) I considered buying an Olero 18 years ago, but after renting one, changed my mind. I planned to keep this Ciera as a 2nd car if I purchased another one, as it is still in very good condition for its age.

However, when I went to get Freon in the A/C, I was told I had to purchase an "upgrade kit," and have the system changed, which I did at a cost of \$1,300.⁰⁰. I have **only used this car one or two times a week** on short trips – mainly, to local stores in the summer seasons. Imagine my surprise, when I had to have the A/C removed at a cost of \$300, so it would not affect the power steering of the car. Since I had only had about 10 – 11 months service from this system once or twice a week in approximately four seasons, I could not believe it was already useless! (My mechanic was shocked because he knows how little my car is driven!)

I thought of other people who needed this kit installed and drove their cars to work 5 days a week and wondered if their system upgrades had lasted 2 to 3 months. Surely GM has received complaints about the short life of these systems, and could have prevented people from wasting their money. (I would not have installed this kit had I known of its limited service.) I wondered if these kits were made in China, where so many products produced are almost worthless – yet we are forced to purchase them.

Our friend has a 2008 car and she had to replace her A/C system last summer and I have a car I cannot use now in the hot weather. Someone told me four years ago it would cost me \$250 to install Freon in my A/C system, but that would have been a lot cheaper than the "upgrade kit," if it had been an option. I would have put that \$1,600.⁰⁰ into another car, had I known how worthless the "upgrade kit" was going to be.

I feel this procedure was a big rip-off and loss for me, and for the American public, but of course GM did not lose anything on this deal. Surely other customers had complaints and problems with this kit, but didn't inform GM of their problems --- knowing they would likely be ignored by a big corporation.

Due to the rising inflation in our economy for the last 8 years, I did not have \$1,600 to waste on a short term solution. I now have a daughter who is seriously ill who lives over 100 miles away, but I cannot visit or help her this summer, without A/C in this car. We never thought we would be this disappointed because of an experience with GM.

Yours Truly,

West Valley City, UT

Invoice

State Radiator

8408 S. State Street

Salt Lake City, UT 84047

*m-fri
8-6pm*

Rod

Bill To

Date

Invoice #

7/13/2012

P.O. No.

Terms

'93 Olds Cutlass Ci...

Item	Description	Qty	Rate	Amount
RR-9N	R & R Compressor	1.9	75.00	142.50T
RR-9N	R & R Accumulator	1	75.00	75.00T
RR-9N	R & R Oriface tube	0.5	75.00	37.50T
RR-9N	R & R cooling fan motor	0.8	75.00	60.00T
Parts	A/C kit 134a - Compressor, accumulator, oriface tube, fittings, seals	1	436.00	436.00T
Parts	New cooling fan motor	1	54.95	54.95T
AC-2	Recharge A/C System	1	85.00	85.00T
PTS-R134A	Refrigerant	2.4	11.95	28.68T
	6 month guarantee			
			Subtotal	\$919.63
			Sales Tax (6.85%)	\$62.99
			Total	\$982.62

Pol. ✓

State Radiator

Salt Lake City, UT 84047

Bill To

Date

Invoice #

7/25/2014

P.O. No.

Terms

Item	Description	Qty	Rate	Amount
RR-9N Condensers	LABOR 2121	2 1	75.00 149.05	150.00T 149.05T
<i>Condensers installed due to AC Not working properly -</i>				
			Subtotal	\$299.05
			Sales Tax (6.85%)	\$20.48
			Total	\$319.53

State Automotive
8408 SOUTH STATE
Midvale, UT. 84047
Phone: 801-565-8411 Fax: 801- -

INVOICE

Org. Est

Printed: 09/16/2016

INVOICE

Silcox, Mark

1993 Oldsmobile - Cutlass Ciera S - 3.3L, V6 (204CI) VIN(N)

Lic #: - UT

Odometer In : 149604

Home

VIN #:

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
A/C Compressor bypass Kit A/C Kit	1.00	103.50	103.50	A/C COMPRESSOR - Remove & Replace - V6 Six Cylinder Compressor,HR-6 Compressor - [DOES NOT include Air Conditioning System recover, evacuate and/or recharge.]	123.50
Serpentine Belt K061075	1.00	59.95	59.95		

*Take out
Compressor*

Org. Estimate 306.61 Revisions 0.00 Current Estimate 306.61

Labor:	123.50
Parts:	163.45
SubTotal:	286.95
Tax:	19.66
Total:	306.61
Bal Due:	\$306.61

Payments -

Vehicle Received: 9/16/2016

Warranty is valid for 24 months or 24,000 miles, whichever comes first. Parts that are excluded from warranty are as follows: Catalytic Converters, Fluids, Retrofit A/C kit/charges.

Written By: Woody - Technicians : Please Select, Technician: Evans, Jeff

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Salt Lake City UT

SALT LAKE CITY UT 840

12 JUN 2017 PM 3 L



FEDERAL TRANSPORTATION SAFETY COMMISS,
U.S. DOT
1200 NEW JERSEY AVE., SE
WASHINGTON, D.C. 20590

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