

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



DANA NESSEL
ATTORNEY GENERAL

P.O. Box 30213
LANSING, MICHIGAN 48909

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

July 24, 2023

Refer to AG No.: [REDACTED]

[REDACTED]
Pontia, MI [REDACTED]

Dear Consumer:

RE: General Motors LLC Customer Assistance Center

We have received the information you recently submitted to this office.

We are, by copy of this letter, referring your correspondence to:

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590
(888) 327-4236

From the information you have submitted it appears that the above-named agency may have jurisdiction in the matter outlined in your correspondence and may be able to assist you.

Further communication regarding your correspondence should be forwarded directly to them at the address given in this letter.

Hopefully, this direct referral will expedite efforts toward a solution of your problem or provide you with the information you requested.

Sincerely,

Chad M. Canfield, Operations Manager
Consumer Protection
(877) 765-8388 - Toll Free in MI or (517) 335-7599
(517) 241-3771 – Fax

cme

13

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number:

Submitted: 7/7/2023 12:59:55 PM

Consumer Information

Your Last Name:		First Name:		M.I.:
Your Street Address:		City:	Washington Twp	
Your State:	MI	Zip Code:		
Your County:				
Your Home Phone:		Your Work Phone:		Ext.:
Fax Number:		E-mail Address:		

Primary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name: General Motors	
Street Address: 300 Renaissance Center	City: Detroit
State: MI	Zip Code: 48265
County:	Phone:
Fax Number:	E-mail Address:
	Product Offered:
Web Site Address:	
Primary Jurisdiction: Repairing Motor Vehicles	

Secondary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name:	
Street Address:	City:
State: MI	Zip Code:
County:	Phone:
Fax Number:	E-mail Address:
Web Site Address:	

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: 2017 CHEVY TRAVERSE

Vehicle VIN No.: 1GNKRFED4H1

Complaint Information

Incident Date\Time: 7/7/2023 12:00:00 PM

Incident Location: WASHINGTON TWP

Approximate Monetary Value: 20,000

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? True

What was the response from the business? they would not assist

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

Dear Attorney General, Complaint Regarding General Motors' Violation of Safety Recall Law Requiring Provision of Loaner Vehicle or Rental Reimbursement I hope this email finds you well. I am writing to bring to your attention a matter of grave concern regarding General Motors (GM) and their handling of a recent recall involving my Chevy Traverse VIN#1GNKRFD4H. [REDACTED] RECALL# N232404980 I kindly request your assistance and intervention in addressing this urgent issue. As you may be aware, there has been a significant safety concern associated with the airbags of certain GM vehicles, including the Chevy Traverse. The recall states that the airbag inflators have the potential to shoot metal into the vehicle, posing a severe risk of injury or even death to the occupants. Understandably, this has left me deeply concerned for the safety of my family, especially considering that we consist of seven individuals. Given the seriousness of the issue and the potential danger involved, I have decided not to drive the vehicle until the necessary repairs have been carried out. Regrettably, GM has refused to provide a rental vehicle to me during this period when my car has been rendered useless and unsafe for months. I find it deeply troubling that GM is failing to prioritize the safety of their customers, leaving us in a vulnerable position. In an attempt to address the situation, GM General Motors released a press statement claiming to offer "courtesy transportation" on a case-by-case basis to owners who fear driving vehicles affected by the recall. However, I must emphasize that this measure is insufficient and leaves significant room for discretion. As a concerned and responsible car owner, I believe it is unjust for me to bear the burden of arranging alternative transportation for my family while GM neglects their responsibility to ensure our safety. In one case, a mother of 10 was killed in a minor crash in Michigan's Upper Peninsula when a metal fragment from an exploding ARC inflator hit her neck. This is just one of the seven known deaths worldwide that have been linked to ARC inflators. I would like to bring to your attention a recent article, which highlights a similar recall situation involving another company, ARC Automotive Inc. The National Highway Traffic Safety Administration (NHTSA) has demanded that ARC recall millions of potentially dangerous airbag inflators due to the risk of explosion and shrapnel projection. In response, ARC has refused, citing isolated manufacturing issues rather than acknowledging the inherent safety defect. The NHTSA is considering legal action to enforce the recall, emphasizing the gravity of the situation. Considering the alarming parallels between these cases, I implore you to take decisive action against GM's refusal to provide a rental vehicle and prioritize customer safety. It is crucial that GM understands the severity of the situation and fulfills its obligation to ensure the well-being of its customers. No individual or family should be forced to compromise their safety due to a manufacturer's negligence. I would like to bring to your attention The Magnuson-Moss Warranty Act (MMWA) is a federal law that governs consumer product warranties in the United States. The law was passed in 1975 to protect consumers from unfair or misleading warranties. The MMWA requires vehicle manufacturers to provide a loaner vehicle or rental reimbursement to owners of recalled vehicles if the repair cannot be completed within a reasonable time. I kindly request your immediate intervention in this matter, urging GM to reconsider its stance and provide me with a rental vehicle until the necessary repairs have been completed on my Chevy Traverse. Furthermore, I encourage you to pursue appropriate legal action and sanctions against GM if they continue to neglect their responsibility to their customers' safety. Thank you for your attention to this pressing matter. I trust in your commitment to upholding consumer rights and ensuring the safety of Michigan residents.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

DANA NESSEL
ATTORNEY GENERAL
Lansing, Michigan 48913

8/8/23
NGF (001)



US POSTAGE MAIL PERMIT NO. 1000 LANSING MI

ZIP 48906 \$ 000.63⁰
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National Hwy Traffic Safety Admin.
1200 New Jersey Ave. SE.
West Building
Washington, DC 20590