

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11552586
Date: Tuesday, November 7, 2023 6:01:34 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Monday, November 6, 2023 10:30 AM
To: National Highway Traffic Safety Administration US Dept of Transportation
<nhtsa.webmaster@dot.gov>
Subject: Referral Packet for [REDACTED]

[External Email]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

CONFIDENTIALITY NOTICE The information contained in this communication from the Office of the New Jersey Attorney General is privileged and confidential and is intended for the sole use of the persons or entities who are the addressees. If you are not an intended recipient of this e-mail, the dissemination, distribution, copying or use of the information it contains is strictly prohibited. If you have received this communication in error, please immediately contact the Office of the Attorney General at (609) 292-4925 to arrange for the return of this information.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.



PHILIP D. MURPHY
Governor

TAHESHA L. WAY
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 7th Floor, Newark, NJ 07102



MATTHEW J. PLATKIN
Attorney General

CARI FAIS
Acting Director

Date Reviewed: Monday, November 6, 2023

Log Number: [REDACTED]

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

Referred To: National Highway Traffic Safety Administration US Dept of Transportation

Complaint Status: Open - In Review

Consumer [REDACTED]

[REDACTED]
Sayreville, NJ
[REDACTED]

Subject: **General Motors Company ©**
P.O. BOX 33170
Detroit, MI 48232-5170

Consumer Comments:

I leased this car October 2019 and I had to tow the car to the dealership on December 12, 2019 for an electrical issue, as the car would not start. In June 2023 with 35,700 miles, I was driving the car when an error messages flashed on the dashboard. First message was to put the car in shift/neutral and immediately I was unable to move the shifter, the break got hard under my foot and the car "STOPPED IN THE MIDDLE OF THE ROAD". Then it kept flashing the following messages "SERVICE ESC" and "INFORMATION - ALL WHEEL DRIVE OFF" and the starter light remained "GREEN". I towed the car to the dealership, however, it took them a week to check the car and as a result the battery died and they missed the "Error Messages and CODES". Without the accurate codes, I was told I had to replace the battery and starter. When I picked up the car the air condition wasn't working, so I had to replace the compressor!!! I was very afraid to drive the car and I had it parked at home for some time. My husband and friends kept encouraging me to drive it etc. Eventually, I gave in and I started to drive the car, but still stressed and afraid and praying the car will not shut off again. The trauma of the car stopping so suddenly in the middle of the road and there was nothing I could have done - is very SCARY. I am just thankful that I was not on a highway when this happened - I could have been killed. However, I decided to drive the car and I now have 38,119 miles on the car. I had to take it to the dealership again on October 24, 2023, as when I park the car, although the shifter is in Park, the dashboard is telling me to put in in park and the Starter button will not turn off. I was advised by the dealership that I need to change the "Shifter Assembly". All the repairs are connected - In 2019 they installed a IN-Line Shifter Jumper Harness; In June 2023 when the car Stopped in the middle of the road, I was unable to move the shifter. However, they parked the car for a week in their parking lot so they did not see the accurate message and codes; In October 2023 - I had to replace the Shifter Assembly. No one can tell me why the car stopped while driving in the

middle of the road and I do not feel safe in this car anymore. I am just changing all the parts in this car one by one!!!