



State of Wisconsin
Governor Tony Evers

Department of Agriculture, Trade and Consumer Protection
Secretary Randy Romanski

May 13, 2024

[REDACTED]
Stevens Point, WI [REDACTED]

RE: Fi [REDACTED] fer to this number when contacting our agency)
General Motors Corp
Customer Asst Center
PO Box 33170
Detroit, MI 48232-5170

Dea [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning General Motors Corp.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
Telephone: 888-327-4236 or [REDACTED]
Website: www.nhtsa.dot.gov
COMPLAINT Web-Portal: www.nhtsa.dot.gov/report-a-safety-problem

Thank you again for bringing your complaint to our attention.

Sincerely,

[REDACTED]
Heidi L. Barth
Regulatory Specialist - Senior
Bureau of Consumer Protection- Investigation Unit
Telephone: [REDACTED] FAX (608) 224-4677
Email: Heidi.Barth@wisconsin.gov

Wisconsin - America's Dairyland

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer



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May 13, 2024

General Motors Corp
Customer Asst Center PO Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] (this number when contacting our agency)

[REDACTED]
Stevens Point, WI [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am forwarding a copy of this complaint to you. After reviewing the complaint, please send your written response [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

[REDACTED]
Heidi L. Barth
Regulatory Specialist - Senior
Investigation Unit
Bureau of Consumer Protection
Telephone: [REDACTED] FAX (608) 224-4677
Email: Heidi.Barth@wisconsin.gov

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General Consumer Complaint

Your Information

First Name

Last Name

Address Line 1

City

Stevens Point

State

WI

Zip

Cell Phone

Home Phone

Phone me between 8-4 at

Cell

Best time to call

After 3:20pm

Information about the person or business your complaint is against:

Business Name

General Motors

Address Line 1

100 Renaissance Ctr

City

Detroit

State

MI

Zip

48243-1114

Business Phone

(800) 222-1020

Website

www.gm.com

Name of the person you talked to

multiple customer service reps/dealerships

Title of the person you talked to

customer service rep/dealership service center

Your Complaint

To whom it may concern, Our vehicle is part of an airbag recall in which airbags could explode upon deployment. Recall# N232404980. The letter we received back in June 2023 contains this description: "In these vehicles, the front-driver airbag inflator may contain a supplier manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death of vehicle occupants." From our understanding, some GM customers in the south started receiving letters that parts are now available to them beginning in Feb of 2024. Parts are still not available for Wisconsin customers. They claim the reason is the heat in the south causes the parts to wear down faster. However one of our concerns is this issue doesn't seem to be limited to the south. I pasted some articles below for some background info. One explosion of an ARC airbag was in Canada, and an incident with a Traverse which caused death was in the upper peninsula of Michigan. Is it possible states in the south are filing lawsuits which is causing more urgency to be put on meeting their demands first? Our other concern is how long it has taken GM and the NHTSA to take this seriously. The third article below is about 550 vehicles being involved in an initial recall for these ARC airbags. It wasn't until 2023 they started the recall of the rest. Now a year later and I am still without a resolution. We have made countless calls to GM and the NHTSA as well as a formal complaint to NHTSA. GM

What happened when you contacted the business?

Multiple attempts made to gather information from dealerships and GM customer service on when parts would be available to remedy the situation, and to request alternative solutions such as courtesy vehicles or a buy-back.

Resolution Information

Have you filed this complaint with another agency?

Yes

Agency name

NHTSA

What happened when you contacted the other agency?

They filed a formal complaint (ID# 11580770) with the Office of Defects Investigation. But this guarantees no action and has not resulted in any further communication from GM.

Have you contacted a private attorney?

Yes

Have you started court action?

No

How do you feel this complaint should be resolved?*

GM should expedite the repair for vehicles of those who feel unsafe, or provide them with courtesy vehicles, or a buyback significantly greater than the trade-in value.

Other Information

How did you hear about us?*

Referral (BBB, Legal Action, etc)



IMPORTANT SAFETY RECALL

June 2023



This notice applies to your vehicle, VIN: 1GNKVHKD0H [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017 model year Chevrolet Traverse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N232404980.

Why is your vehicle being recalled?

In these vehicles, the front-driver airbag inflator may contain a supplier manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Chevrolet dealer will replace the front-driver airbag module. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. You can also check the status of this recall at:
<https://my.gm.com/recalls>.



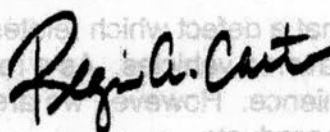
Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 711 / 1.800.833.2438).

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V334.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N232404980

2024 MAY 22 P 12:03

EXECUTIVE SECRETARIAT



**Department of Agriculture,
Trade and Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

National "Highway Traffic Safety Administration
US Department of Transportation
West Building
1200 New Jersey Ave SE
Washington, DC 20590

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