

FORMAL DEMAND AND SAFETY COMPLAINT – CORPORATE ESCALATION

December 30, 2025

VIA CERTIFIED MAIL – RETURN RECEIPT REQUESTED

General Motors Corporation

Customer Assistance Center

P.O. Box 33170

Detroit, MI 48232-5170

CC:

SVG Motors Beavercreek

3511 Seajay Drive

Beavercreek, OH 45430

Ohio Attorney General

Consumer Protection Section

30 E. Broad Street, 14th Floor

Columbus, OH 43215

National Highway Traffic Safety Administration (NHTSA)

Office of Defects Investigation

1200 New Jersey Avenue, SE

Washington, DC 20590



To Whom It May Concern,

This letter serves as a FORMAL SAFETY COMPLAINT AND DEMAND FOR CORRECTIVE ACTION regarding my 2020 Chevrolet Equinox. I am escalating this matter to General Motors corporate leadership due to the seriousness of the defect, the lack of recall or corrective action, and the financial burden being improperly shifted to me as the consumer.

The infotainment system in my vehicle has completely failed, resulting in the loss of multiple federally recognized safety and operational features, including but not limited to:

- Backup camera (nonfunctional)
- Rear pedestrian/person detected warning (nonfunctional)
- Distance/vehicle length approaching warning alerts (nonfunctional)
- Radio/Phone and infotainment display (nonfunctional)
- Turn signal indicators and audible alerts (nonfunctional)
- Emergency roadside assistance and OnStar services (nonfunctional)

The loss of the backup camera, pedestrian detection warnings, and distance/approach alerts significantly increases the risk of collision, property damage, or personal injury. These systems are designed to protect drivers, pedestrians, and other motorists. Operating a vehicle without these features functioning properly presents a serious and unacceptable safety hazard.

Despite these failures, I am still required to make monthly payments on this vehicle. I should not be expected to pay out of pocket for diagnostics or repairs related to what is clearly a manufacturer-related defect. I am aware that similar failures have been widely reported by other Chevrolet Equinox owners, yet no recall, customer satisfaction program, or warranty extension has been issued.

This letter places General Motors on formal notice that this defect is safety-related. A copy of this correspondence is being provided to the Ohio Attorney General's Consumer Protection Section and the National Highway Traffic Safety Administration (NHTSA) for review, investigation, and record.

I hereby DEMAND that General Motors take one or more of the following actions within thirty (30) days of receipt of this letter:

- Provide a no-cost repair or replacement of the infotainment/HMI and any related modules
- Reimburse all diagnostic and repair expenses associated with this defect
- Extend warranty coverage for this known failure

- Provide a written explanation for the absence of a recall addressing this issue

Failure to respond or resolve this matter may result in further action, including formal complaints, safety defect investigations, and pursuit of remedies available under consumer protection laws, including but not limited to the Magnuson-Moss Warranty Act.

I expect a written response from an authorized representative of General Motors with the authority to resolve this issue.

Sincerely,



Trotwood, Ohio

Phone:

Email:

VIN:

Department of Transportation

To: WM48-226

Building: DOT

Mailstop: 4 West

Rtg Symbol: NVS-200,210,300,010

External Carrier: Registered

Sender:

DOT

1/8/70 26 12 35-12 PM

National Highway Traffic Safety Administration
Office of Defects Investigation
30 New Jersey Ave, SE
Washington, DC 20590

POSTAGE PAID
LETTER
TON, OH 45414
30, 2025
5.08
24N502383-23

COLUMBUS OH 430

31 DEC 2025 PM 4 L

COLUMBUS OH 430

31 DEC 2025 PM 4 L

CERTIFIED MAIL[®]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

Retail



20590

RDC 99

U.S. FCM DAY DEC \$23