



**OFFICE OF THE ATTORNEY GENERAL**  
STATE OF ILLINOIS

**KWAME RAOUL**  
ATTORNEY GENERAL

March 19, 2026

**NHTSA**  
1200 New Jersey Ave SE  
Washington, DC 20590

Re: General Motors Corporation  
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL  
State of Illinois

*Sarah DeNardo*

Sarah DeNardo  
Citizen's Advocate  
Consumer Protection Division  
sarah.denardo@ilag.gov  
312-914-0113

enclosure

*RZ*



Office of the  
Illinois Attorney General  
Kwame Raoul



**Contact Information**

**Consumer Complaint**

**Your Information**

Title

Mr.  Mrs.  Ms.  Other

First Name

[Redacted]

Last Name

[Redacted]

Address

Street Address

[Redacted]

City

Brookfield

State

IL

Zip Code

[Redacted]

Daytime Phone Number

[Redacted]

Evening Phone Number

County

United States

E-mail

[Redacted]

I am a senior citizen  I am a veteran  I am a service member

**Name of seller or provider of service**

Name of seller or provider

General Motors/On-Star

Seller or provider address

Street Address

300 Renaissance Center

City

Detroit

State

Michigan

Zip Code

48265

Website

www.gm.co.

Phone Number

(800) 878-2462

I have complained to the company or individual

Person contacted

EV conceairge

Phone Number

(800) 222-1020

Would you like to add additional seller or provider's name?

Yes  No

**Transaction**

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

**Information about transaction**

Date of Transaction

I signed a contract

This product or service was advertised

Amount paid to date or down payment

\$0.00

Method of payment

- |  |   |
|--|---|
| <input type="radio"/> Cash                                 | <input type="radio"/> Money Order                     |
| <input type="radio"/> Check                                | <input type="radio"/> Credit Card                     |
| <input type="radio"/> Debit Card                           | <input type="radio"/> Bank Draft                      |
| <input type="radio"/> Wire Transfer                        | <input type="radio"/> Automatic Debit                 |
| <input type="radio"/> Cryptocurrency                       | <input type="radio"/> Mobile App (Zelle/Pay Pal/Etc.) |
| <input type="radio"/> Prepaid/reload credit or debit cards | <input type="radio"/> Other (please specify)          |

Where did the transaction take place?

- |  |  |
|--|--|
| <input type="checkbox"/> At my home                          | <input type="checkbox"/> By mail                         |
| <input type="checkbox"/> Trade show - convention - home show | <input type="checkbox"/> By facsimile                    |
| <input type="checkbox"/> There was no transaction            | <input type="checkbox"/> Over the telephone              |
| <input type="checkbox"/> Over the Internet                   | <input type="checkbox"/> At the firm's place of business |

Other

Total cost of product and or service

\$0.00

I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

### Description

Is this regarding a motor vehicle?

Yes  No

### For complaints regarding motor vehicles

<b>Make</b>	<b>Model</b>	<b>Year</b>
Chevrolet	Blazer RS EV	2025
<input checked="" type="radio"/> New <input type="radio"/> Used	<input type="checkbox"/> As-Is <input type="checkbox"/> Warranty	<b>Purchase Date</b>
<b>Mileage at Purchase</b>	<b>Current Mileage</b>	
0	3,850	
<b>Name of Extended Warranty</b>		<b>Expiration Date</b>

### Complaint Description

Briefly describe the transaction and your complaint

There has been multiple failures of the Telecommunications module on GM's line of EV's. When contacting dealers and GM they are no help other than they are aware of the issue and parts are on backorder. I have been waiting for over 2 months without a properly functioning GPS as well as many other vehicle options. Possibly even the safety braking and emergency pedestrian braking.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)

Class Action lawsuit or enough pressure on General motors/ On-Star to provide modules to repair the vehicle in a timely manner.

### Additional Documents

Add Additional Documents

### Read before submission

#### Read the following before submitting

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

Please do not send this complaint to the business.

I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

Submission Timestamp

Subject: [Illegible]

Date: [Illegible]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]



**KWAME RAOUL**

ATTORNEY GENERAL

STATE OF ILLINOIS

115 S. LaSalle Street

Chicago, IL 60603

© 2010 United States Postal Service

*[Faint, illegible handwritten text]*

**FIRST-CLASS  
AUTO LETTER**



**US POSTAGE**  
McPITNEY BOWES

ZIP 60603 **\$ 000.672**  
02 7M  
0008041980MAR 20 2026

006 BTCSAMB 205590

