

12/4/2019

Send complaint to business



Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

12/3/2019

Michelle Mock
General Motors Corporation
PO Box 33170
Detroit, MI 48232

Dear Michelle Mock:

The Better Business Bureau has received information from one of your customers expressing concern with a recent business transaction. The concern was submitted on 12/2/2019 and was assigned an ID of [REDACTED]. Below is the information provided by the consumer. The BBB requests that you please review this information and respond within the next seven business days.

One of your Better Business Bureau benefits is our assistance in achieving a mutually satisfactory settlement when such a problem occurs. Your prompt reply will enable us to help you not only in resolving this matter, but also in retaining your customer's confidence and good will.

Sincerely,

Better Business Bureau
Michelle Brown
Customer Engagement Specialist
Fax: 248-356-5156
mbrown@easternmichiganbbb.org

COMPLAINT INFORMATION:

BBB Case # [REDACTED] - General Motors Corporation

Customer Information:

[REDACTED]
Omaha, NE [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

E-mail: [REDACTED]

The details of this matter are as follows:

Complaint Involves:

Product Issues

Customer's Statement of the Problem:

Drivers seat belt cable failed. There are recalls on similar trucks for this but not for my 2015 Tahoe. Seems ridiculous to not have a recall on a known defective part.

Complaint Background:

Product/Service:

Purchase Date: 5/13/2015

Problem Occurred: 11/21/2019

Model: Tahoe 2015

Account Number:

Order Number:

Name of Salesperson:

Purchase Price: \$0.00

Disputed Amount: \$0.00

Desired Settlement:

To not have to incur the cost to replace a faulty product.

Additional Comments from Consumer:

VIN # for 2015 Chevrolet Tahoe is 1GNSKCKC3FR [REDACTED]

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.