

[REDACTED]
Sent: Tuesday, July 20, 2021 2:25 PM

To: Mary Barra <mary.barra@gm.com>; Dane Parker <dane.parker@gm.com>; Scott Smith <scott.smith@gm.com>; CustomerService@gentiliniMotors.com

Subject: [EXTERNAL] Safety Concern - Recall Dispute

ATTENTION: This email originated from outside of GM.

Good afternoon,

I am writing this email in an effort to resolve a safety issue I am experiencing with my 2014 Chevrolet Silverado.

On Friday, June 18, 2021, while my husband was driving my 2014 Chevrolet Silverado 1500, the lower portion of the driver seat belt slackened. When investigating the situation, it was found that the boot to seat belt had broken off from inside the seat mechanism where the lower seat belt boot mounts to the seat. Upon arriving at my destination, further investigation of the broken part ensued, and my husband observed visible wear of the seat belt boot, and found that the cable of the seat belt had completely separated from the mounting bracket attached to the vehicle, hence causing the bottom portion of the seat belt to loosen while driving.

Concerned about operating my vehicle without proper safety devices, I began conducting research into potential solutions to this mechanical failure, while also recalling a safety recall that was supposedly resolved by Gentilini Chevrolet in Woodbine, New Jersey for the driver's side seat belt in the past. My research solidified my recollection as to a safety recall for that specific part of my vehicle, when I found an article from the GM Corporate Newsroom, titled "GM Recalling Certain 2014-2015 Pickups to Repair Seat Belts". This article detailed that 895,232 vehicles in the United States were voluntarily recalled "because the flexible steel cable that connects the seat belt to the vehicle can fatigue and separate over time".

Considering the scenario detailed in the article described what happened to my vehicle, I called Gentilini Chevrolet on the morning of Saturday, June 19, 2021 and explained the situation to the Service Representative. The Service Representative indicated the vehicle would need to be brought in to assess if the part that had broken was associated with the recall in any way. When my wife and I arrived at Gentilini Chevrolet, the Service Representative looked at the problem and confirmed the cable was broken, consistent with the recall. After the Service Representative reviewed my vehicle's history and the recall information, it was determined that my recall was "resolved" over a year ago by installing a bracket; therefore, the replacement of my seat belt would not be covered under the recall. While inspecting my vehicle, the Service Representative also observed the damage to my seat belt boot, which he relayed is indicative of the cable flexing too much, causing wear to the cable. He maintained that the installed bracket was still in place and operational.

This now brings me to my issue. I fail to understand why the recall on my vehicle is being considered resolved. If the installed bracket's purpose is to prevent the steel cable from flexing too much and fatiguing, how, then, did the steel cable in my vehicle flex too much and fatigue to the point of breaking? In addition, the wear on the seat belt boot clearly indicates the cable had been flexing too much for an extended period of time. Pictures have been attached to this correspondence for reference.

I honestly feel that my safety has been neglected by General Motors as a whole, in addition to Gentilini Chevrolet. One of two things happened: either Gentilini Chevrolet was negligent in "resolving" the recall on my vehicle and took the easy way out by not taking care to ensure I would not have this safety issue in the future; or the installed bracket is not a safe, feasible, and comprehensive fix to the safety concerns raised by this recall. In either scenario, I fail to understand why replacing this part would be my sole responsibility, as the vehicle owner. My trust has been compromised and violated by General Motors and Gentilini Chevrolet, and I certainly feel unsafe in my own vehicle as a result.

I thank you in advance for your time and attention to this matter.

