INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [redacted]
Sent: Wednesday, January 13, 2016 1:13 PM
To: Mary T. Barra <mary.barra@gm.com>
Subject: Asking for your assistance

Hello Ms. Barra,

I'm writing you to ask assistance with a problem I'm having with a Chevy car. I bought a 2006 Chevy HHR in April 2011 from Bill Kay Buick in Downers Grove, Illinois. I've several major issues with the car along the way which were mostly covered by an extended warranty I purchased with the car.

My car just turned 10 years old and only has 93,000 miles. I've taken good care of the car with timely oil changes, new tires, new brakes and an upgraded tune-up this past summer. Last week, on Thursday, January 7, I had my mechanic check for a gas leak that I had been smelling for several days. I did notice a puddle of fluid under the passenger side just in front of the passenger rear tire. My mechanic took a look, came out from under the car and asked me for my cell phone so he could take some pictures. He said that my fuel lines were so rusted that it was where the gas leak was coming from. He said the rust went back to the gas tank where the brackets holding it up were badly rusted as well. He took pictures and told me to contact GM. Even though the car is 10 yrs old and 93000, it was still too young for this type of rust. I also filed a complaint with the National Highway Traffic Safety Association. Ten other recent complaints were filed between January 1 and May 15, 2015 about the same problem. After viewing car complaint blogs, I found that the rusting and gas leak started as early as 50,000 miles! I have been communicating with several people from the GM Customer Care. First they forced me to pay $125 to get an official Diagnostic from my local Chevy dealership. They told me time and time again, that they would contact the dealership to make my case known and ask them to contact me to make the diagnostic appointment. After 4 days, I did not hear from the dealership, so I contacted them myself. No one had spoken to them from the GM Customer Care. I made the appointment and the diagnosis was the same as what my mechanic told me. Severe rusting from the fuel lines to the gas tank. The cost: $1000! The car is still sitting there while I once again wait for GM Customer Care (specifically Corey K.) to contact them and confirm the diagnosis. It was Corey who left me hanging for days, telling me that she was working on contacting the dealership. She has proven to be unreliable.

I fear that all this waiting will lead to no assistance for me. I am now stuck with a car that I cannot trade in and cannot sell privately. The gas is leaking right up against the exhaust system and could cause a fire while driving the vehicle if that area got hot enough. Not to mention someone unknowingly throwing away a match or cigarette butt close to my car!!

Mine is not an isolated problem. The design of where the fuel lines were put and the insufficient insulation of the lines let to this premature rusting. I'm asking for your assistance to help fix this problem with no more cost to me.

I would appreciate a response at your earliest convenience.

Thank you for your time,

[redacted]

[redacted]

GM Case#[redacted]