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

SOUTH CAROLINA
DEPARTMENT OF CONSUMER AFFAIRS

TO: General Motors Corporation
FR: Consumer Services Division

RE: Online Complaint System

Enclosed is a complaint that the South Carolina Department of Consumer Affairs (SCDCA) received concerning your company. For your convenience, SCDCA now has an online complaint system where you may respond to complaints. You can sign up for this by:

1. Going to www.consumer.sc.gov
2. Clicking on "Business/Industry Information"
3. Clicking on "Business Complaint Response Portal"
4. Click on "Register For An Account"
5. Entering your "Business ID" and the "Complaint Number"

You will then be prompted to enter in your preferred contact information, and to create a username and password that will be associated with your newly created account. Once you log in with your newly established username and password, you will be able to view and respond to any complaint filed against your business.

We encourage you to use this system. It will be easier and quicker for you to respond to the complaint, contact the assigned analyst, and check the status of the complaint. If you have any questions about details of the complaint, or how to respond to the complaint, please contact the assigned Complaint Analyst.

If you do not wish to use this system, you can file your response using the enclosed form. With either method, we expect a response within twenty days.

Complaint Analyst:	John T. Smith JSmith@scconsumer.gov
Business ID:	B16-01262
Complaint Number:	C16 – 02331

GM-LEGAL
AUG - 9 2016
SERVICE OF PROCESS
RENAISSANCE CENTER-DETROIT

The State of South Carolina
Department of Consumer Affairs

2221 DEVINE STREET, SUITE 200
PO BOX 5757
COLUMBIA, SC 29250-5757

Carri Grube Lybarker
Administrator

The Department of Consumer Affairs has received this complaint against your business enterprise (copy attached). Although the Department has made no assumption about the validity of any statements contained in the complaint, we are interested in knowing what action you have taken, or intend to take, with respect to this complaint. We would appreciate your cooperation by replying in writing within twenty (20) days so that we may determine the probable basis and merit of the complaint and eliminate any unnecessary delays in advising the complainant of the Department's determination.

AUGUST 2, 2016
(Date)

JOHN SMITH
(Consumer Complaint Analyst)

BUSINESS RESPONSE

THE SOUTH CAROLINA FREEDOM OF INFORMATION ACT MAY REQUIRE THE DEPARTMENT OF CONSUMER AFFAIRS TO RELEASE A COPY OF YOUR RESPONSE AS A PUBLIC RECORD.

You may respond below or by writing a separate letter. Please include any documents pertaining to this complaint. You may mail your written response by using the address shown above. Also, you may fax your written response and documents, if any, pertaining to this complaint by using fax number (803) 734-4286. If you have any immediate questions, you may contact the Department by using telephone number 1-803-734-4200, or by using our (in SC) toll free telephone number 1-800-922-1594.

Company Name: GMC Complaint No. [redacted]

Business ID: B16-01262 Complainant's Name: [redacted]

PLEASE STATE YOUR POSITION AND SUGGEST A RESOLUTION.

Date PLEASE PRINT YOUR NAME YOUR SIGNATURE

Consumer Complaint Admin

Manage Complaint

Business Name
GMC

Complaint Status
Pending

Last Updated By
DonnaB

On
8/3/2016 3:15:38 PM

Complaint ID
[redacted]

Initial complaint is
Approved

Complaint Summary

Filed by DCA Admin	No
Is Complaint DCA Issue?	No
Days Open	0
Date Filed	8/3/2016
Date Assigned	8/3/2016
Analyst	John Smith
Date Closed	None
Activity Status	Active
Complaint Category	VE06 Repairs on Motor Vehicles
Summary	Wants repairs made to vehicle
Resolution	
Refund	0.00
Additional Notes	
Complaint Decline Reason	
Business Response Decline Reason	

Consumer Filing

User Name	[redacted]

[redacted]

Name	[redacted]
Address	[redacted] Greenville, SC [redacted]
Phone	[redacted]
Fax	[redacted]
Email	[redacted]
Preferred Contact Method	Email
Other Filings	
Complaint is involved in court case	No
Attorney is handling complaint	No
Date of Incident	8/1/2016
Date Complained to Company	8/1/2016
Explanation of Complaint	I have an 06 Chevy HHR. While driving to church on Thursday evening, my husband and I began to smell gas. It was so strong that we began to taste it. We had it towed to a mechanic and was informed that the entire line had to be replaced due to rust. We were all very shocked as to how a 06 model could have this type of issue. I decided to google the issue and found that there are many customers in the US with this same problem. How is it that GM would be allowed to get away with this. We alike all of these Americans could have been killed. This is a car with a consistent stream of gas flowing from the car. In essence, we were a time bomb on wheels. God be thank, we were able to detect the issue; as stated, there are many customers with this same issue. We were told by the GM dealer that we could not get in until Wednesday so we decided to bring the car back home to get make room for other customers but the issue is so dangerous that our mechanic begged us to let him keep the car in his lot in the back until GM came and picked it up. ...Show Less
Business Response (At time of incident)	I called GM and was told that the car had to be taken to the dealer to and put into diagnostics to get a complete look at the issue. I was given a number of a dealer in Greenville, and immediately was told that I had to pay $110 just for the diagnostics. And I immediately saw the GM money train coming. I do not feel that I should have to pay anything for this. This is a direct act of negligence on the part of GM. I made a second attempt on 8/2 and was told by the rep that because my car was 10yrs old that I could not receive any assistance from GMC, "The car is too old" is what he said. ...Show Less
	I want GMC to do what is right and take responsibility for the defect in THEIR product. They should pay for the repairs to my CHEVY HHR. Either pay my mechanic to fix it or pick it up and complete the repairs. I am disabled and have two disabled family members to care for, I am down to one car, which is also a Chevy and now I am concerned about that one. When I talked with the GMC rep, I felt as if we have been duped. As if he was saying, We have your money and the car is yours and now the defect that we, GMC, put in the car and know its there is now your problem. Shame on you for buying our product. I have owned a Ford, Pontiac and Dodge and found issues in all three, we never purchased another of those cars. We have owned 4 GMC's, it was our car of choice. But now after this ordeal and after reading the NHTSA reports and some of the articles such as "GM Trucks And SUVs Have Brake And Fuel Line Rust-Out Problem NHTSA investigating corrosion problem and owners are stuck with no easy fix"

Desired Response	[redacted] I know that US customers are being taken advantage of. This has to stop. It was our tax dollars that dug GMC out of the hole it was in and they are allowing customers to be put in near death situations. Why is it that its not until someone dies that they decide to do their job. I know for a fact that there are hundreds of HHR on dealers lots in the US. How would the dealers and possible customers feel if they knew about this situation? I also wander what those who already own this car would feel. I found that there are over 6 foreign auto makers with 10yr warranties, it is obvious, that they do not think their 10yr old cars are too old to protect. It time to make another choice of car manufacture. ...Show Less
Supporting Documents	[redacted]
Upload Attachment	

Business Information

Business Username	
Business Name	GMC
Business Type	Location
Business ID	B16-01262
Email	None
Contact Address	300 Renaissance Ctr Detroit, MI 48226
Physical Address	300 Renaissance Ctr Detroit, MI 48226
Phone	313.556.5000
Fax	None
Website	http://gm.com
Business Response	Business hasn't responded yet.
Supporting Documents	None
Upload Attachment	
DCA Regulated Business	No
Additional Notes	

Complaint Comments

Comments	No comments related to this complaint

Complaint Correspondence Printed

Letter Name	No Complaint Correspondence Printed for this complaint

[redacted]

The State of South Carolina
Department of Consumer Affairs
P.O. Box 5757
Columbia, South Carolina 29250-5757

RETURN SERVICE REQUESTED

neopost
08/04/2016
US POSTAGE
$00.45
ZIP 29205
041L11247962

General Motors Corporation
Executive Customer Relations
300 Renaissance Center
Detroit, Michigan 48226

SOP

GAJWSMP 48243