

Galloway, NJ

FEB. 25, 2015

DOT AUTO SAFETY HOTLINE
1200 NEW JERSEY AVE SE WEST BUILDING
WASHINGTON DC, 20590

MAR -9 2015

TO WHOM IT MAY CONCERN,

ON FEB. 2 2015 I RECEIVED A LETTER
FROM ESIS. ESIS/GM CLAIMS (ENCLOSED IS A
COPY OF THE LETTER)

ON OCT. 5TH 2014 I WROTE TO: BUICK. P.O. Box
909989 MILWAUKEE WI. 53209-9989.

COMPLAINING THAT (3) out of the (4) DOORS DO
NOT OPEN OR CLOSE, BY USING THE REMOTE OR
THE KEY.

THE ONLY DOOR LOCK THAT DOES WORK
IS ON THE BACK DOOR ON THE PASSENGER'S SIDE.

THE OTHER DOORS I HAVE TO ~~STAY~~ PLAYING
MUSICAL CHAIRS. I GOT TO USE THE KEY ON
THE DRIVERS SIDE OPEN THE PASSENGER'S SIDE
BACK DOOR, USE THE REMOTE FOR THE PASSENGER'S
SIDE DOOR TO OPEN THE FRONT PASSENGER DOOR.

AND THIS IS THE ONE (PASSENGER'S SIDE FRONT
DOOR) THAT COST ME \$141.45.

(SEE OTHER
SIDE)

NAM
3/2/15
SMD

ON APRIL 19, 2014 A RELATIVE CAME TO VISIT ME.

WE WERE GOING TO A STORE. I OPENED THE DRIVERS SIDE DOOR ^{WITH MY KEY} TO LET HER IN. I HAD TO REACH OVER TO THE PASSENGER'S SIDE (FRONT DOOR) TO LIFT THE LEVER FOR HER TO OPEN THE DOOR.

I THEN HAD TO JIMMY OUT TO GET OUT OF THE DOOR BACKWARD, WITH ALL THIS SHIFTING AND MOVEMENT. THE DRIVERS SIDE DOOR COMES SLAMMING ACROSS MY HEAD AGAINST MY EAR AND CRUSHES MY HEARING AID (INSIDE MY EAR) INTO TINY PIECES.

I HAD TO MAKE AN APPOINTMENT WITH MY HEARING DOCTOR TO MAKE SURE THERE WAS NO SMALL PIECES IN MY EAR. FORTUNATELY THERE WAS NONE.

LUCKLY THEY HAD THE MOLD AND MADE ME A NEW ONE AT A REASONABLE PRICE. (BECAUSE THE INSIDE PARTS WERE STILL WORKING)

THESE FAULTY LOCKS (3 out of 4) HAS BECOME A SAFETY HAZARD.

I AM CONSIDERABLY IN DANGER TO LET PEOPLE IN AND OUT, AS WELL AS A ANNOYING NUISANCE!

I AM REQUESTING TO BE REIMBURSED FOR MY HEARING AID AND HAVE THE HAZARDOUS LOCKS

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REPAIRED AT NO COST.

I'VE BEEN A LOYAL G.M. CUSTOMER SINCE 1951
(I'VE BOUGHT (NEW) A 1951 CHEVROLET CONVERTIBLE
A 1964 OLDS STATION WAGON A 1998 BUICK
A 2003 CHEVY AVALANCHE AND A 2008 BUICK
LACROSSE (ALL OF THEM NEW) CHECK THE RECORDS.
FOR THE SAKE OF LOYALTY + GOOD WILL
PLEASE HELP ME!

Sincerely

P.S. THIS LETTER WAS WRITTEN OCT 5, 2014.

THEY DIDNT ANSWER ME UNTIL JAN 28, 2015

ON FEB 5TH 2015 A G.M. REPRESENTATIVE
CAME TO MY HOME AT 8:45 AM AND WORKED ON MY
CAR UNTIL 12:45 P.M. TOOK PHOTOS FILED REPORTS
TOLD ME HE WAS UNABLE TO REPAIR THE LOCKS.
STATED I WILL BE HEARING FROM G.M. THAT
WAS 3 WEEKS AGO (TOMORROW)
PLEASE HELP ME!

Sincerely



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ESIS/GM Central Claims Unit
PO Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

313.665.2064 *tel*
313.665.0911 *fax*

Patrick Roche
Claims Administrator

January 28, 2015

[REDACTED]
Galloway, NJ [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: April 19, 2014

Dear [REDACTED]

I am writing to confirm our conversation of 1/28/2015 regarding your accident of 4/19/2015 in a 2008 Buick LaCross. ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

ESIS is undertaking an investigation of your claim on behalf of GM. Conducting this investigation and responding to your claim is not a waiver of any defense that GM may have to your claim. GM expressly reserves its right to assert any defense. In undertaking to investigate your claim, ESIS and GM make no promise, representation, or statement that either will make any payment of your claim and ESIS and GM expressly reserve the right, in their discretion, to deny your claim and make no payment.

Per our conversation, you agreed to allow us to inspect your 2008 Buick LaCross and retrieve certain data from the air bag system. I estimate the inspection will take about 2-3 hours. I have requested an ESIS Investigator to assist me with the inspection.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM is capable of recording information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle may also record the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the publicly available Bosch Crash Data Retrieval (CDR) System software. We will provide you with a copy of the data obtained at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated



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ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

In addition to the SDM data described above, information regarding the status of the electronic components in your vehicle's air bag system (or other electronic systems) may be scanned through the use of an available electronic scan tool known as a Tech II or a Multiple Diagnostic Interface (MDI) which are commonly used by authorized dealership vehicle service technicians. If Tech II or MDI scan information is obtained from those scans it can be made available at your request.

To assist us in the investigation of your claim, we request that you provide us with the following information:

1. Documentation to substantiate the amount of damages to your vehicle;
2. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
3. All medical records concerning the injuries suffered as a result of this accident. An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above accident. Please be advised that we may or may not use the medical records to evaluate your claim;
4. Copy of accident report;
5. Copy of all maintenance records;
6. Statement of facts of the accident.

Once we have completed our investigation, a review of your claim will be conducted.

Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST.

Thank you for your time in this regard.

Sincerely,

Patrick Roche

REPAIR OF
HEARING AID



2/27/10
(WHEN I PURCHASED
HEARING AID.)

CLAIRE M. CORCORAN

Hearing Aid Dispenser
NJ License No. 563

Board Certified in Hearing Instrument Sciences

465 Route 70
Brick, NJ 08723

732/262-6324
www.costco.com



UNIVERSAL [REDACTED]
SALES RECEIPT (LOC. #)

SLIP PRINT HERE

DATE: 4/21/14
LOCATION: 739
TELEPHONE: [REDACTED]
SOLD TO [REDACTED]
NAME [REDACTED]
MEMBERSHIP NUMBER _____
TELEPHONE _____

* MEMBER [REDACTED]
*F 285209 REPAIR HAID 135.00 A
* A 7.00% TAX 9.45
* TOTAL 144.45
*VF EFT/DEBIT 144.45
* CHANGE .00
*TOTAL NUMBER OF ITEMS SOLD = 1
*CASHIER: CLAIRE C REG# 79
* 4/30/2014 10:32 0739 79 0003 852

ITEM #	DESCRIPTION	QUANTITY	PRICE/EACH	TOTAL
[REDACTED]	BRIDGE ITE	1	135-	135-

COMMENTS: SN # [REDACTED]

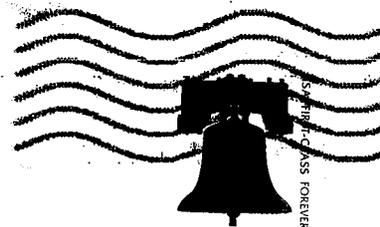
PAID BY	SUB-TOTAL _____
CHECK _____	TAX _____
CASH _____	TOTAL <u>144.45</u>
CREDIT CARD _____	

**PLEASE COMPLETE THIS FORM AND SLIP PRINT THE TRANSACTION FOR EARMOLD AND REPAIR PURCHASES ONLY.
Form# HA04 5/07 Printed by Costco Printing WHITE - FILE CANARY - RECEIVING PINK - MEMBER COPY GOLDENROD - SALES AUDIT

GALLOWAY NJ

SOUTH JERSEY NJ 080

26 FEB 2015 PM 6 L



DOT Auto SAFETY HOTLINE
1200 NEW JERSEY AVE, SE-WEST BUILDING
WASHINGTON D.C.

20590

20590

