CL-10673116-8089

December 12, 2014

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

Copy

[redacted]

Manchester, N. J. [redacted]

Federal Motor Safety Administration

US Dept. of Transportation

1200 New Jersey Ave., SE

Washington D C 20580

JUL 17 2015

To Whom It May Concern:

Enclosed is a copy of letter of complaint about an out-of-pocket expense, $214.00 that I incurred with T&T Coast Buick, Pontiac, GMC dealer in Sea Girt, N. J., which I feel General Motors should pay.

Respectfully yours,

[redacted]

December 27, 2014

[redacted]

Manchester, N. J. [redacted]

General Motors Corporate Headquarters

300 Renaissance Center

Detroit, MI 48265

Attention: Customer Relations (CEO)

Dear Sir/Madam:

I am writing to complain about my 2011 GMC SUV Acadia SLE, which I purchased September 30, 2010 at T&T Coast Buick, Pontiac, GMC, new car dealer: 2205 Hyw. 35, Sea Girt, N. J. 08750. In July 2014, I received a letter from General Motors about a recall on Air Bags on my SUV, Acadia SLE. I scheduled an appointment with T&T Coast car dealership, July 23, 2014 and took the vehicle there for the recall repair (work order attached). (Also, attached is the most recent repair of sensor, December 26, 2014).

Recently, my air bag warning light came across the screen in my vehicle, indicating "service air bag". (The service department at T&T Coast GM dealer (see attached work order sheet). On several occasions in the past three weeks, service air bag light flashed on. I contacted GMC Headquarters in Michigan and was told, after discussing the matter with Kristina on December 23, 2014 (Telephone: 1-866-790-5700, Ext: 21370), by Kristina that GMC would waive the 1 hour diagnostic fee at T&T Coast dealership here in N.J. I went to T&T Coast to have the problem resolved. The service attendant told me before performing

and replacing front air bag side impact sensor, that if the vehicle were involved in an accident, the air bag would not deploy; it would cost me $200.00 and GM would pay for 1/2: (Original estimate was $445.98) (See attached worksheet from July 2014). Of course! I paid it because I was not driving my vehicle away from the dealership and take a chance on my life, God Forbid! if I were to get in an accident on my way home from the dealer.

Therefore, I am very dissatisfied about having to pay the amount $214.00 (tax included). I feel that my SUV being less than four years old with 3100 miles on it, should not need to have the air bag sensor replaced at my expense. Although my bumper to bumper warranty has expired, GM should be responsible for the whole bill; GM had a recall on the air bag problem which obviously had to be related to parts that includes the sensor etc. GM built the vehicle, and it is not my fault that after 3.5 years the sensor is defective. I shall never purchase another GM product if this is the way customers are treated. Again, although the warranty has expired, the problem with the air bag should have been resolved when I took the SUV to the dealer in July 2014 on the recall. I am very dissatisfied with GM, which, again, causes me to never want to buy or recommend this product. Please let me hear from you immediately regarding this matter: (Enclosed is my receipt of my out-of-pocket expense. Thank you for your time.

Respectfully yours,

CC. Better Business Bureau

Federal Transportation Safety Administration

Federal Trade Commission

T & T COAST BUICK GMC
2205 HIGHWAY 35
SEA GIRT NJ 08750
732-223-0025

Terminal ID: 01050169 1002

12/26/14 12:33 PM

[redacted]

CREDIT SALE

UID: [redacted] REF #: [redacted]

BATCH #: 454 AUTH #: H03732

AMOUNT $214.00

APPROVED

THANK YOU!

CUSTOMER COPY

[redacted]

MANCHESTER, NJ [redacted]

T&T Coast
BUICK PONTIAC GMC
2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025
www.ttcoastauto.com

SERVICE ADVISOR DAVID WINAND

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26DEC14	26DEC14	[redacted]	1GKKRPED5BJ[redacted]				26DEC14	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:02	12:27	11	GMC ACADIA	[redacted]	126.00	30SEP10	38	38

MILEAGE IN	MILEAGE OUT	LICENSE NO.
31166	31166	

TECH.	TYPE	HOURS	DIST/UNIT	NET/UNIT	TOTAL
45 INTS					(N/C)

LIMITED LABOR WARRANTY

The repair facility guarantees the Labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this repair order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required, and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

New Jersey Licensed Inspection Center License #: 9277

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	$214.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

The T&T Coast Advantage Awards

DID YOU SWIPE YOUR CARD TODAY?

Check your Auto Awards Balance at

www.ttcoastauto.com

REMEMBER THE T & T COAST ADVANTAGE:

- Up to **$2,000** off your next vehicle
- Discounted labor rate
- Special Discounts at local merchants

IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL QUESTIONS,"PLEASE" CALL OUR SERVICE DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. 732-223-0133 THANK YOU

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

FMC-150108-003

T&T Coast
BUICK PONTIAC GMC
2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025
www.ttcoastauto.com

[redacted]
MANCHESTER, NJ [redacted]

SERVICE ADVISOR DAVID WINAND

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26DEC14	26DEC14	[redacted]	1GKKRPED5BJ[redacted]				26DEC14	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:02	12:27	11	GMC ACADIA	[redacted]	126.00	30SEP10	38	38

MILEAGE IN	MILEAGE OUT	LICENSE NO.
31166	31166	

TECH. TYPE HOURS LIST/UNIT NET/UNIT TOTAL

A CUSTOMER SAYS SERVICE AIR BAG MESSAGE KEEPS
COMING ON. HAD RECALL PERFORMED
CAUSE: SENSOR SHORTED
6450310 AIRBAG SIDE IMPACT SENSOR
REPLACEMENT - FRONT
45WAR94 (N/C)
1 13502577 SENSOR (N/C)
6450310 DIAG TIME .3 + 1.0 GM AUTH DIAG
45WAR94 (N/C)
CC: 0590
FC: 6579
PART#: 13502577
COUNT: 1
CLAIM TYPE:
AUTH CODE:

B GENERAL MOTORS PAYING 1 HOUR DIAGNOSTIC FEE.
E GENERAL MOTORS PAYING 1 HOUR DIAGNOSTIC
FEE.
45 INTS (N/C)
C GIVE INFORMATION TO AMANDA FOR MINIMUM
PARTICIPATION CALCULATION.
E GIVE INFORMATION TO AMANDA FOR MINIMUM
PARTICIPATION CALCULATION.

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New Jersey Licensed Inspection Center License #: 9277

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X_____

the T&T Coast Advantage! Awards

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(732) 223-0133 or (732) 223-0025
www.ttcoastauto.com

[redacted]
MANCHESTER, NJ [redacted]

SERVICE ADVISOR LARRY PULLEN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23JUL14	23JUL14	[redacted]	1GKKRPED5BJ[redacted]				23JUL14	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:23	11:01	11	GMC ACADIA	[redacted]	126.00	30SEP10	25	25

MILEAGE IN	MILEAGE OUT	LICENSE NO.
27939	27939	

TECH.	TYPE	HOURS	DESCRIPTION	NET PRICE	TOTAL
			A SIDE IMPACT AIRBAG CONNECTOR		
			9100413 VEHICLE HARNESS REPAIR		
			88WAR94		(N/C)
			10 5297428 CLIP		(N/C)
			1 12355010 TUBE		(N/C)
			B C/S OPENING PASS DOOR BEFORE SITTING IN SEAT		
			IT SAYSON DASH SERVICE AIR BAG		
			DIAG DIAGNOSTIC TESTING & ROADTEST.		
			BULLETIN SEARCH.		
			88 INTS		(N/C)

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New Jersey Licensed Inspection Center License #: 9277

** PRE-INVOICE **

DESCRIPTION	TOTALS
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PARTS AMOUNT	0.00
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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

NEEDS R, DOOR IMPACT SENSOR360.00

T&T Coast Rewards
Allstate

DID YOU
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Check your Auto Awards Balance at

www.ttcoastauto.com

REMEMBER THE
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DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

FMC-150108-003

Repair Estimate

[redacted]

2011 GMC ACADIA
1GKKRPED5BJ[redacted]
RO #[redacted]
27,939 miles

Service Advisor
Larry Pullen
lpullen@coastbuick.com

T&T Coast Buick GMC

Service Name	Price
[Primary]: N/A - C/S OPENING PASS DOOR BEFORE SITTING IN SEAT IT SAYSON DASH SERVICE AIR BAG	37.80
[Other]: right side impact sensor (inside pass door)	364.00

Printed on 07/23/2014
Quote expires on 08/22/2014

Subtotal	401.80
Shop Charges	15.00
Tax	29.18
Total	**445.98**

In the process of inspecting your vehicle for safety and reliability, your technician **Chris M** made the following observations and recommends that you do the necessary repairs to resolve these issues.

Red: requires immediate attention. **Yellow**: in need of attention soon.

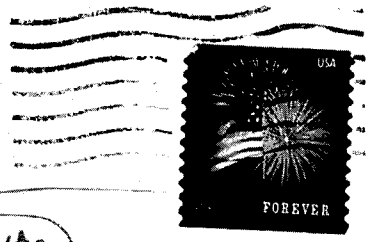
[Other]: right side impact sensor (inside pass door)

Item Description

Reason

[redacted]
Manchester, N.J. [redacted]

TRENTON NJ



Federal Motor Safety Administration
U.S. Dept. of Transportation
1200 New Jersey Ave. SE
Washington DC 20580

FMC-150108-003