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UNITED STATES DISTRICT COURT

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NORTHERN DISTRICT OF CALIFORNIA

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11 RYAN JENKINS and YAMET GARCIA,
on behalf of themselves and all others
12 similarly situated,

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Plaintiffs,

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v.

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GENERAL MOTORS COMPANY;

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Defendant.

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Case No. 17-cv-5864

CLASS ACTION COMPLAINT

for:

- (1) Violations of California Consumer Legal Remedies Act
- (2) Violations of California Unfair Competition Law
- (3) Breach of Implied Warranty Pursuant to Song-Beverly Consumer Warranty Act
- (4) Breach of Implied Warranty
- (5) Breach of Implied Warranty – Magnuson-Moss Warranty Act
- (6) Fraud by Concealment
- (7) Unjust Enrichment

JURY TRIAL DEMANDED

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INTRODUCTION

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1. Plaintiffs Ryan Jenkins and Yamet Garcia bring this action for themselves and on behalf of all persons who purchased or leased in California certain vehicles equipped with uniform and uniformly defective air conditioning Systems designed, manufactured, distributed, and sold/leased by General Motors Company and/or its related subsidiaries or affiliates (“GM”), as further described below (“Class Members”).

1 2. The vehicles at issue in this action include the 2015-2017 Cadillac Escalade, 2014-
2 2016 Chevrolet Silverado 1500, 2015-2017 Chevrolet Suburban, 2015-2017 Chevrolet Tahoe,
3 2014-2016 GMC Sierra 1500, and 2015-2017 GMC Yukon (the “Class Vehicles”).

4 3. These Class Vehicles’ air conditioning systems (“AC Systems”) have a serious
5 defect that causes the AC Systems to (a) crack and leak refrigerant; (b) lose pressure within the
6 AC System; and (c) fail to properly function to provide cooled air into the Vehicle’s passenger
7 cabin (the “AC System Defect”).

8 4. On information and belief, the AC System is substantially the same, from a
9 mechanical engineering standpoint, in all Class Vehicles, in that the AC Systems in all Class
10 Vehicles are made up of substantially the same components and all employ the same general
11 mechanism to deliver cooled air to the passenger cabin.

12 5. The AC System in the Class Vehicles is defective because it is insufficiently
13 strong and durable to perform its intended function – providing cooled air into the passenger
14 cabin of the Vehicle – and to withstand the internal pressures and external forces that the System
15 encounters during normal and expected use and conditions.

16 6. The AC System failure can first occur at low mileages, within the 36,000 mile
17 New Vehicle Express Warranty period.

18 7. Because of the high number of failures, AC System replacement parts are on
19 national backorder and the wait for replacement parts is long – often many months – during
20 which time Plaintiffs and Class Members must suffer without a functioning AC System in their
21 Vehicles.

22 8. Moreover, GM’s replacement of faulty AC System components with equally
23 defective replacement parts leaves the AC System susceptible to repeated failure and thus does
24 not permanently remedy the AC System Defect.

25 9. When the AC System fails outside of the warranty period, consumers are forced to
26 pay between \$150 and \$2000 out of pocket to repair their AC Systems with the same defective
27 parts, and still are subjected to the same long wait times for backordered parts. The long wait
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1 times for backordered GM parts meant many consumers were forced to buy aftermarket
2 replacement parts because there was no timeline for when GM parts would be available.

3 10. The AC System Defect inhibits Plaintiffs and Class Members' expected,
4 comfortable, and safe use of their Vehicles, and requires Class Members to go months without
5 functioning AC Systems while waiting for replacement parts, and to pay for equally defective
6 replacement parts that themselves are susceptible to failure.

7 11. The AC System Defect creates a safety risk for Plaintiffs and Class Members
8 because AC System failure subjects the occupants of the Vehicles to unsafely high temperatures
9 and can lead to decreased visibility due to fogging of the windows and an inability to use the AC
10 System to de-fog the windows.

11 12. On information and belief, prior to sale or lease of the Vehicles at issue, GM knew
12 of the AC System Defect through sources such as pre-release evaluation and testing; repair data;
13 replacement part sales data; early consumer complaints made directly to GM, collected by the
14 National Highway Transportation Safety Administration's Office of Defect Investigation
15 ("NHTSA ODI"), and/or posted on public online vehicle owner forums; testing done in response
16 to those complaints; aggregate data from GM dealers; and other internal sources. Yet despite this
17 knowledge, GM failed to disclose and actively concealed the AC System Defect from Class
18 Members and the public, and continued to market and advertise the Class Vehicles as "reliable,"
19 "durable," with "functional," "customer-focused" interior AC Systems, which they are not.

20 13. GM has failed to provide a permanent in-warranty fix for the Defect within a
21 reasonable time, forced Class Members to wait unreasonable lengths of time for repairs, and/or
22 pay out-of-pocket to replace broken AC System components with equally defective replacement
23 parts.

24 14. As a result of GM's alleged misconduct, Plaintiffs and Class Members were
25 harmed and suffered actual damages, including that the Class Vehicles contain defective AC
26 Systems, have manifested, and continue to manifest, the AC System Defect, and that GM has not
27 provided a permanent, no-cost remedy for this Defect within a reasonable amount of time.
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1 Furthermore, Plaintiffs and Class Members have incurred, and will continue to incur, out-of-
2 pocket unreimbursed costs and expenses relating to the AC System Defect.

3 **PARTIES**

4 Plaintiff Ryan Jenkins

5 15. Plaintiff Ryan Jenkins resides in Antioch, California.

6 16. Mr. Jenkins owns a 2014 GMC Sierra, which he purchased new in or around May
7 2014, from Lehmer's Concord Buick GMC, in Concord, California. Mr. Jenkins's Class Vehicle
8 was designed, manufactured, distributed, advertised, marketed, warranted, and certified by GM.

9 17. Mr. Jenkins purchased his Class Vehicle for his personal, family, and household
10 use.

11 18. In or around February 2015, Mr. Jenkins's Vehicle's AC System failed. At the
12 time, the Vehicle had 36,500 miles on it.

13 19. Mr. Jenkins took his Vehicle back to his dealership, Lehmer's, to report the AC
14 System failure. The dealership told Mr. Jenkins it would cost \$200 to run a diagnostic test on the
15 AC System, but that even without the diagnostic test the dealership could tell Mr. Jenkins that the
16 AC System condenser had cracked causing the failure, and that it was a known problem.

17 20. The dealership told Mr. Jenkins it would cost \$1500 to replace the condenser. The
18 repair would not be covered under warranty because the failure occurred just 500 miles past the
19 New Vehicle Limited Warranty limit of 36,000 miles; "so close!" as the dealership said to Mr.
20 Jenkins. The dealership also told Mr. Jenkins the repair could not be done immediately because
21 the condenser part was backordered nationwide.

22 21. In or around February 2015, Mr. Jenkins lodged an official complaint about his
23 AC System's failure with a regional specialist at GM Corporate, but did not receive any response
24 to his complaint.

25 22. In fall 2016, Mr. Jenkins contacted GM's buyback division to ask that they buy
26 back his vehicle, since Mr. Jenkins was fed up with the problems with his Vehicle, including the
27 AC System failure. After his request was "under review" for three or four months, GM finally
28 informed Mr. Jenkins in September 2017 that GM would not buy back Mr. Jenkins's Vehicle.

1 23. During these many months that his Vehicle's AC System was broken and failed to
2 produce cool air, Mr. Jenkins was forced to either suffer through driving his Vehicle in the
3 California heat without a functional AC System, or to drive another vehicle because driving
4 without AC was unbearable.

5 24. Mr. Jenkins paid \$150 out of pocket to purchase a replacement condenser for his
6 Vehicle.

7 25. Mr. Jenkins expected his Class Vehicle to be of good and merchantable quality
8 and not defective. He had no reason to know of, or expect, that his Vehicle's AC System would
9 crack, leak refrigerant, lose pressure, and fail to function, nor was he aware from any source prior
10 to purchase of the unexpected, costly, and backordered repairs he would have to make on his
11 Vehicle's AC System simply to have it function. Had he known these facts, he would not have
12 bought his Class Vehicle or would have paid less for it.

13 26. Mr. Jenkins regularly saw advertisements for GM vehicles on television, in
14 magazines, on billboards, in brochures at the dealership, and on the Internet during the years
15 before he purchased his Class Vehicle in 2014. Although he does not recall the specifics of the
16 many GM advertisements he saw before he purchased his Class Vehicle, he does recall that state-
17 of-the-art engineering and a comfortable interior were frequent themes across the advertisements
18 he saw. Those advertisements about state-of-the-art engineering and a comfortable interior
19 influenced his decision to purchase his Vehicle. Had those advertisements or any other GM
20 materials disclosed to Mr. Jenkins that the Class Vehicles had defective AC Systems, or that he
21 would have to pay for repairs/replacement of the AC System, he would not have purchased his
22 Class Vehicle, or would have paid less for it.

23 Plaintiff Yamet Garcia

24 27. Plaintiff Yamet Garcia resides in Chula Vista, California.

25 28. Mr. Garcia owns a 2015 Chevrolet Silverado, which he purchased new in June
26 2015 from Bob Stall Chevrolet in La Mesa, California.

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1 29. Mr. Garcia's Class Vehicle was designed, manufactured, sold, distributed,
2 advertised, marketed, and warranted by GM, and bears the Vehicle Identification No.
3 3GCPCREC3FG266615.

4 30. Mr. Garcia purchased his Class Vehicle primarily for his personal, family, and
5 household use.

6 31. On or around September 7, 2017, Mr. Garcia's Vehicle's AC System failed. At the
7 time, his Vehicle had just around 42,000 miles on it.

8 32. On or about September 11, 2017, Mr. Garcia took his Vehicle to Bob Stall
9 Chevrolet to complain about the AC System failure. The dealership told Mr. Garcia that the
10 condenser needed to be replaced, and that this would cost Mr. Garcia \$1280. Mr. Garcia intends
11 to have his AC System repaired imminently.

12 33. Mr. Garcia expected his Class Vehicle to be of good and merchantable quality and
13 not defective. He had no reason to know of, or expect, that his Vehicle's AC System would leak
14 refrigerant, lose pressure, and fail to function, nor was he aware from any source prior to purchase
15 of the unexpected, costly, and backordered repairs he would have to make on his Vehicle's AC
16 System simply to have it function. Had he known these facts, he would not have bought his Class
17 Vehicle or would have paid less for it.

18 34. Mr. Garcia regularly saw advertisements for GM vehicles on television, in
19 magazines, on billboards, in brochures at the dealership, and on the Internet during the years
20 before he purchased his Class Vehicle in June 2015. Although he does not recall the specifics of
21 the many GM advertisements he saw before he purchased his Class Vehicle, he does recall that
22 state-of-the-art engineering and a comfortable interior were frequent themes across the
23 advertisements he saw. Those advertisements about state-of-the-art engineering and a comfortable
24 interior influenced his decision to purchase his Vehicle. Had those advertisements or any other
25 GM materials disclosed to Mr. Jenkins that the Class Vehicles had defective AC Systems, or that
26 he would have to pay for repairs/replacement of the AC System, he would not have purchased his
27 Class Vehicle, or would have paid less for it.

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1 giving rise to this Complaint took place in this District. Moreover, this suit arises out of, or relates
2 to, Defendant's contacts with California. Each of these facts independently, but also all of these
3 facts together, are sufficient to render the exercise of jurisdiction by this Court over GM
4 permissible under traditional notions of fair play and substantial justice.

5 VENUE

6 44. Venue is proper in this District under 28 U.S.C. § 1391 because GM is deemed to
7 reside in any judicial district in which it is subject to personal jurisdiction. Additionally, GM
8 transacts business within this District, and some of the events establishing the claims at issue here
9 arose in this District.

10 45. Plaintiffs' venue declarations pursuant to Cal. Civ. Code § 1780(d) are attached
11 hereto as Exhibits A and B.

12 APPLICABLE LAW

13 46. Plaintiffs and all Class Members purchased or leased their Class Vehicles in
14 California, and seek damages and equitable relief for themselves and all Class Members under
15 California law.

16 47. California has a materially greater interest than any other state in enforcing the
17 rights and remedies granted to consumers under the California laws invoked in this Complaint.
18 These rights and remedies further the strong fundamental public policies of the State of
19 California.

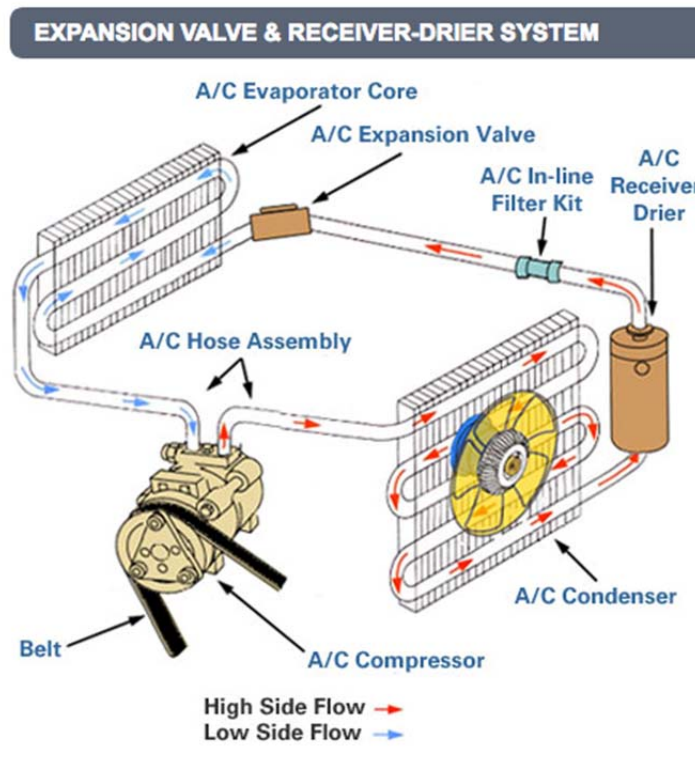
20 FACTUAL ALLEGATIONS

21 48. Plaintiffs are informed and believe that, because of the AC System Defect, the AC
22 Systems in the Class Vehicles are predisposed to leak refrigerant, lose pressure, and fail to
23 function under normal-use conditions that would not cause non-defective AC Systems fail,
24 compromising the comfort, safety, and enjoyment of Vehicle occupants, including Class
25 Members, and requiring them to wait unreasonable amounts of time for repairs and pay out-of-
26 pocket to replace broken AC System parts with equally defective replacement parts, leaving their
27 AC Systems susceptible to repeated failures.

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1 **I. The AC System Defect.**

2 49. The AC System in the Class Vehicles is a pressurized, self-contained system
3 composed of three main components: the compressor, the condenser, and the evaporator, which
4 are connected by hoses and lines to each other. A generalized diagram of the type of air
5 conditioning system found in the Class Vehicles is below, with component parts labeled and
6 refrigerant flow path and temperature indicated by colored arrows.



22 50. A chemical refrigerant flows through the AC System, alternating between a liquid
23 and a gas depending on the pressure it is subjected to in the various components it flows through
24 during its continuous cycle through the System.

25 51. The compressor is responsible for compressing the refrigerant gas. Compression
26 causes the refrigerant to get very hot. The hot, compressed refrigerant gas is then sent through the
27 condenser.

1 52. The condenser is a series of coils that outside air passes over to remove the heat
2 from the compressed refrigerant gas. This causes the refrigerant gas to cool and condense into a
3 cold liquid. The cold liquid refrigerant then passes through the receiver-drier, a canister
4 containing desiccant to absorb moisture, and then through an expansion valve to change it from a
5 high-pressure liquid to a low-pressure liquid mist before entering the evaporator.

6 53. The evaporator is an array of tubes that the refrigerant liquid mist flows through,
7 chilling the tubes. As the low-pressure liquid refrigerant mist flows through the evaporator, a
8 blower motor pushes air across the cold tubes of the evaporator to deliver cooled air into the
9 passenger compartment of the automobile.

10 54. The AC System is entirely sealed off and must remain so in order to maintain the
11 pressures necessary to allow the System to function properly and produce cooled air for the
12 passenger cabin.

13 55. On information and belief, the AC System is not sufficiently strong and durable to
14 withstand the internal pressures and external forces the System can be expected to encounter
15 under normal use and conditions. This insufficiency leads to System parts cracking, which allows
16 refrigerant to leak out of the System and causes the System to lose pressure, which results in
17 failure of the AC System to produce cool air.

18 56. GM knew or should have known that having insufficiently strong and durable AC
19 System components could lead to cracking, refrigerant leaks, lost pressurization, and AC System
20 failure under normal use and conditions.

21 57. The AC System failure can first occur at low mileages, within the warranty period.

22 58. Because of the high number of failures, AC System replacement parts are on
23 national backorder and the wait for replacement parts is long – often many months – during
24 which time Plaintiffs and Class Members must suffer without a functioning AC System in their
25 Vehicles.

26 59. Moreover, GM's replacement of faulty AC System components with equally
27 defective replacement parts leaves the AC System susceptible to repeated failure and thus does
28 not permanently remedy the AC System Defect.

1 60. When GM refuses to cover the cost to repair the AC System, consumers are forced
2 to pay between \$150 and \$2000 out of pocket, yet the repair is done with the same defective GM
3 parts, and consumers still are subjected to the same long wait times for backordered parts.

4 **II. The AC System Defect Poses A Safety Risk to Vehicle Drivers and Occupants.**

5 61. The AC System Defect poses a safety risk to Vehicle occupants because a Vehicle
6 with a non-functioning AC System subjects occupants to unsafely high temperatures, and can
7 create a visibility issue if windows fog up and cool air from the AC System is not available to de-
8 fog the windows.

9 62. Numerous GM owners and absent Class Members have told NHTSA, and GM
10 directly, that the AC System Defect poses a safety risk, as illustrated by the following examples:¹

11 “I was informed that the [2015 Chevrolet Tahoe] air condenser is a faulty part and
12 is not working on my vehicle. Also, GM has knowledge of this issue, for it is a
13 known issue with Chevrolet Tahoe. The part to fix this problem is on back order,
14 and there are no parts in production, for they have not come up with a remedy to
15 replace the faulty part. Therefore, I do not have air conditioning within my vehicle.
16 Thus, **causing a safety issue, for it is 90 degrees where I live, and I have infant
17 twins** that are transported with my vehicle.”
18 <http://www.carproblemzoo.com/chevrolet/tahoe/air-conditioner-problems.php>
19 (posted May 2017)

20 “I have been waiting to get my [2014 GMC Sierra 1500 Sierra 15500 Denali 6.2L]
21 air conditioner fixed now for months and I keep getting told there are no
22 Condensers available. I have talked with service writers at GM dealership’s well as
23 other Sierra owners and they all have the same problem for the most part. This
24 needs to be put on a recall list or I have decided to file a class action lawsuit in this
25 matter regarding all Sierra owners across the country. I, as well as I am sure other
26 people, have **serious breathing issues in hot weather** and need my truck fixed
promptly...”
http://www.carcomplaints.com/GMC/Sierra_1500/2014/AC_heater/AC_not_worki
ng.shtml (posted May 2016)

27 “I have been a GMC Customer since 1976 and have purchased a total of six new
28 trucks over the years. ... SO when I laid down over 50K I expected it to be
something I could feel good about driving & never expected it to be a death trap
that would be best used as a boat anchor for the cargo ships carrying imported
vehicles. This [2014 GMC Sierra 1500 LX 5.3L] Model Year is **unsafe** and should
not have been made available until it had been properly tested and **GMC should
be more focused on the safety of the Customer** At just over 36k miles 36500
my A/C suddenly started blowing hot air. I had just had it serviced by the
dealership and not sure what caused the problem. ... This is something that GMC

¹ For these and other customer complaints quoted in this Complaint, quotes are left as written, except that those originally in all-caps have been changed to sentence case. Due to the sheer number of typographical and grammatical errors, [sic] notation has not been used. Any emphasis has been added, unless otherwise noted.

1 should be covering. ... I called GMC and began the formal complaint process and
 2 was pretty much blown off and haven't heard anything back from them. **With the**
 3 **amount of money I paid for this truck I should be safe and comfortable and**
 4 **have something of value.** I feel like I have been taken for my money and want
 what I paid for..."
http://www.carcomplaints.com/GMC/Sierra_1500/2014/AC_heater/AC_not_working.shtml (posted September 2016)

5 "I need my [2015 Chevrolet Tahoe LT 3.2L V6] air fixed bad. It's entirely **too hot**
 6 **to be riding around with no cooling system** and defrost. I've only had vehicle
 for 1yr."
http://www.carcomplaints.com/Chevrolet/Tahoe/2015/AC_heater/ac_stopped_working.shtml (posted June 2017)

8 "GM condenser issue. GM has a known issue with 2014-2016 [Chevrolet Tahoe]
 9 models using a defective condenser. They have a new part# that is on national
 backorder and are unwilling to do anything for their customers waiting for the part.
 10 I was driving down the freeway, kids in tow, on a rainy muggy day ... **My**
windshield began to fog and with no condenser to run the AC I was unable to
 11 **[de-fog] my windows.** Unable to see a thing I had to pull over, on the freeway,
 carefully, and find a child's coat in the very back to wipe down the windows to
 12 [create] visibility. **This is a safety issue** and clearly negligence on GM's part and
 they would be held liable if/when **this creates a serious accident.**"
 NHTSA ODI 10994971 (incident date June 13, 2017)

13 "I'm a frustrated customer with a 2015 Chevy Suburban looking for some
 14 assistance with the air condenser on my vehicle. I have gone almost 2.5 months
 without a/c and I am incredibly disappointed to be have been going so long
 15 without something as basic as a/c. I have 3 small children and it's incredibly
 uncomfortable in the vehicle now that it's summer temperatures... On an
 16 unexpectedly cool day like today with outdoor temps at 67 the driver side foot area
 is 98 degrees because of hot air blowing which I assume comes from the engine. I
 17 shut off all the vents and fans and it still blows. On days when it's warmer that
 floor temp is more like 114-118 degrees and it's causing pain and burning
 18 sensation to my feet. I've contacted my dealership and they offered me to end my
 lease early and get into a new suburban. I've been so disappointed with the way
 19 this has been handled. I have never been so unsatisfied as customer for such a long
 period of time. I feel like I should be reimbursed for the two visits for diagnostics
 20 on the vehicle to find out why the a/c wasn't working and the rental car I needed. I
 also feel like I shouldn't have to be paying my lease payments for a faulty vehicle
 21 for the last few months that it hasn't been functioning properly. Lastly, I would
 like the option of ending my lease early without penalty to get into a more
 22 comfortable vehicle of my choice. I've contacted GM customer service only to be
 told there's nothing they can do unless GM decides that this should be a recall.
 23 Frankly, this is a problem amongst many vehicles in the GM line. This is
 frustrating and is really **becoming a safety issue as temperatures rise. I am**
 24 **genuinely concerned for my family's safety** and I am **frustrated with the**
overall lack of urgency on this issue."
 25 NHTSA ODI 11001813 (incident date March 23, 2017).

26 **III. GM Knew of the AC System Defect Prior to Sale or Lease of the Class Vehicles**

27 63. On information and belief, GM learned of the AC System Defect at least as early
 28 as 2013, and certainly well before Plaintiffs and Class Members purchased or leased their Class

1 Vehicles, through sources such as pre-release evaluation and testing; investigations leading to
2 dealer service bulletins; repair data; replacement part sales data; early consumer complaints made
3 directly to GM, collected by NHTSA ODI, and/or posted on public online vehicle owner forums;
4 testing done in response to those complaints; aggregate data from GM dealers; as well as through
5 other internal sources unavailable to Plaintiffs prior to discovery.

6 **A. GM's Knowledge of the AC System Defect Gained from Pre-Release Design,**
7 **Manufacture, Engineering, and Testing Data**

8 64. During the pre-release process of designing, manufacturing, engineering, and
9 testing the Class Vehicles, GM necessarily would have gained comprehensive and exclusive
10 knowledge about the Class Vehicle's AC Systems, particularly the basic engineering principles
11 behind the construction and function of the Systems and the expected conditions and uses the
12 Systems would encounter in ordinary customer service.

13 65. An adequate pre-release analysis of the design, engineering, and manufacture of
14 the AC Systems in the Class Vehicles would have revealed to GM that the AC Systems were
15 defective and susceptible to cracking, leaking refrigerant, and failing to provide cool air into the
16 passenger cabin.

17 **B. GM's Knowledge of the AC System Defect from Technical Service Bulletins**

18 66. GM's knowledge of the AC System Defect is demonstrated by Technical Service
19 Bulletins ("TSB") issued by GM concerning the Defect.

20 67. Upon information and belief, GM issued Technical Service Bulletins to its
21 dealerships and service centers describing problems with and failures of the AC System, which
22 indicate GM's knowledge of the AC System Defect.

23 68. On October 6, 2014, GM issued bulletin #PIT5331 covering 2015 Escalades,
24 Suburbans, Tahoes, and Yukons, and 2014-2015 Silverados and Sierras. The bulletin concerned
25 cracks in the AC System components that allow refrigerant/refrigerant to leak out, resulting in a
26 "very low/empty refrigerant level" and the AC System "blowing warm" air instead of producing
27 cold air. This bulletin instructed service technicians to replace the compressor-to-condenser line
28 and install a line bracket in the AC System.

1 69. On May 29, 2015, GM issued bulletin #PIE0340 covering 2015 Escalades,
2 Silverados, Suburbans, Tahoes, Sierras, and Yukons. The bulletin concerned “A/C not
3 performing,” which problem could be noticed prior to purchase/lease of the Vehicle, “during Pre-
4 Delivery Inspection” of the Vehicles.

5 70. On information and belief, TSBs and similar bulletins are issued only after
6 significant investigation into the issue by GM. Given that the first of these TSBs was issued in
7 fall 2014, it is evident that GM knew about the AC System failures as early as 2013 and was
8 investigating them prior to issuing the first TSB addressing the Defect in 2014.

9 **C. GM’s Knowledge of the AC System Defect from Repair Data**

10 71. GM also knew or should have known about the AC System Defect because of the
11 large number of claims for AC System repairs and part replacements made during the Class
12 Vehicles’ warranty periods.

13 72. Consumers complain that the AC System Defect often causes AC System failures
14 at low mileages, within the warranty period.

15 73. Upon information and belief, GM collects, reviews, and analyzes detailed
16 information about repairs made on vehicles still under warranty at its dealerships and service
17 centers, including the type and frequency of such repairs. Complete data on such repairs is
18 exclusively within GM’s control and unavailable to Plaintiffs without discovery.

19 **D. GM’s Knowledge of the AC System Defect Gathered from the Large Number**
20 **of Replacement AC System Parts Ordered from GM**

21 74. Upon information and belief, GM also knew or should have known about the AC
22 System Defect because of the higher than expected number of replacement AC System parts
23 ordered from GM, which should have alerted GM that this was a Defect affecting a wide range of
24 its Vehicles.

25 75. Upon information and belief, GM service centers use GM replacement parts that
26 they order directly from GM. Therefore GM would have detailed and accurate data regarding the
27 number and frequency of replacement part orders. The ongoing high sales of replacement AC
28 System parts – indeed so much so that the parts were (and continue to be) on national backorder –

1 was certainly known to GM, and should have alerted GM that its AC Systems were defective and
2 causing Class Vehicles' AC Systems to fail.

3 **E. GM's Knowledge of the AC System Defect Gained from Class Member**
4 **Complaints Made Directly to GM**

5 76. GM also knew or should have known about the AC System Defect because
6 numerous consumer complaints regarding failures of the AC System were made directly to GM.
7 The large number of complaints, and the consistency of their descriptions of the AC System
8 failures in the Class Vehicles, should have alerted or actually alerted GM to this serious Defect
9 affecting a wide range of its Vehicles.

10 77. The full universe of complaints made directly to GM about the AC System Defect
11 is information presently in the exclusive custody and control of GM and is not yet available to
12 Plaintiffs prior to discovery. On information and belief, however, many Class Vehicle owners
13 complained directly to GM and GM dealerships about the AC System failures their Vehicles
14 experienced. For example, some instances of these direct-to-GM complaints were posted on
15 online on GM's own website forums, and responded to by GM customer service:

16 "We bought our 2014 Chevy Z71 LTZ 4 Door 1/2 ton truck last June when they
17 first came out. ... now that we've had it just over a year, putting some miles on it
18 (almost 34,000), and the warranty is about over with, the AC has gone out on us.
19 The AC is just blowing hot air. Had been working fine up until this afternoon. The
20 controls all work, the vents change as they should, just no cool air. ... We are
21 going to take it to a dealer for repair but our experience with these dealers so far
22 has not been a good one.... No loaner car and a week wait to find the problem is a
23 bit frustrating for someone who just spent \$40,000 on their product."
24 [https://chevroletforum.com/forum/2014-gmtk2xx-110/2014-silverado-ac-
25 problems-already-67170/](https://chevroletforum.com/forum/2014-gmtk2xx-110/2014-silverado-ac-problems-already-67170/) (posted August 4, 2014)

26 An official GM representative from Chevrolet Customer Care responded to the post on August 6,
27 2014.

28 "I bought a 2014 Silverado about 5 months ago. For the most part I have really
enjoyed it. On Wednesday I noticed the air conditioning was not working. It was
only blowing hot air. I immediately took it to the dealer in Murray Utah who
diagnosed the problem as a faulty compressor. He said they could fix it under
warranty but they didn't have the parts and would have to order them in from
Denver. He told me to bring the vehicle back on Thursday. I came back on
Thursday only to be told that they had missed the order deadline the day before so
no parts. He told me to come back Friday. In the meantime it is 90 degrees outside
and the black interior of the truck is scalding hot. I went back Friday (yesterday) to

1 be told that the compressor had come in but a valve they need had not come in. He
 2 told me to come back Saturday (today). I am told that the parts are now all here
 3 and it will take 4 hours to fix. I told him that I was surprised to have a compressor
 4 go out on such a new vehicle and I asked him if he was seeing a lot of these
 5 compressor problems and he said it was the second this week.”
[https://chevroletforum.com/forum/2014-gmtk2xx-110/2014-silverado-ac-
 6 problems-already-67170/](https://chevroletforum.com/forum/2014-gmtk2xx-110/2014-silverado-ac-problems-already-67170/) (posted September 27, 2014)

7 “Well I just had another bad experience with the AC [in 2015 Tahoe LTZ]. ...It
 8 was set on auto 74 degrees and 90 degrees outside. It would blow cool air for about
 9 a minute from the front vents at full fan speed, then the fan speed would back
 10 down to low with warm air and then switch to full fan speed and the air would
 11 blow cool air from the vents at your feet with just a trickle of warm air coming
 12 from the front vents then it would start the process all over again. This continued
 13 for about 30 minutes during my drive to the Dealer and about 30 more minutes
 14 with the service adviser in the vehicle. No cold air at anytime during that hour.
 15 Diagnosis: operating as designed. Are you kidding me.”
<http://www.tahoeyukonforum.com/threads/a-c-not-working.61544/page-4> (posted
 16 October 29, 2014)

17 An official GM representative from Chevrolet Customer Care responded to the posts on this
 18 thread as well.

19 78. Other instances of these direct-to-GM complaints are described in Class Vehicle
 20 owners’ complaints logged with NHTSA ODI and posted on online vehicle owner forums:

21 “At 48,000 miles, the [2015 Chevrolet Suburban] AC condenser has cracked, and
 22 the dealer has told us this is a manufacturer’s problem. The replacement part is on
 23 national backorder, and we have waited 5 weeks for the replacement part to come
 24 in. Neither the dealer nor GM can tell us when the replacement part will arrive. **I**
 25 **have filed a complaint with GM**, and the case no. is 8-3029151511.” NHTSA
 26 ODI 10995213 (incident date May 2, 2017)

27 “I have been a GMC loyal owner for many years. We purchased the extended
 28 warranty. The problem is the [GMC Sierra 1500 V8] ac quit working and only
 blows hot air. I live in Orlando FL where it is 95+ degrees daily plus humidity. My
 ac has not been working for at least 3 weeks! I took it to the shop and they kept it
 for a couple of days and had me pick it up saying the part had to be ordered. That
 problem I am told is that **many other GMC owners are having issue** and the part
 is back ordered. It actually has to be made and they can give me no idea when the
 part will be available. Meanwhile I am told that there are some 2000+ other
 owners waiting as well. This is not acceptable! Meanwhile payments are still being
 made for a vehicle that I paid \$43,000 for because I work hard everyday and at the
 very least deserve to drive to work in comfort paying that amount of money. I live
 in an area where the traffic is awful and drive in bumper to bumper on I4. That is
 maddening with[out] an a/c. So windows are down and I get to inhale the exhaust
 from all the other vehicles on the road. Meanwhile the only calls I get from GMC
 is to purchase a new vehicle from them. The only incentive they offer is a
 \$1000.00 off loyalty certificate. Really? Who in their right mind would buy

1 another vehicle from them when **they have no solution and no concern**. I want to
 2 find a way to let unsuspecting new buyers know how much GMC cares when you
 3 have a problem and that is not at all! I called the dealership again today because I
 4 have heard nothing from them in a week and a half. The same exact response was
 5 given to me again. **The part is ordered. It has not been made and there is no
 6 time line when you might get your AC working again.** Thank GMC”
 7 http://www.carcomplaints.com/GMC/Sierra_1500/2014/AC_heater/AC_not_worki
 8 [ng.shtml](http://www.carcomplaints.com/GMC/Sierra_1500/2014/AC_heater/AC_not_worki) (posted April 2017; updated June 2017)

9 “Same issue as all the rest: 1.) [2015 Chevrolet Tahoe LT] A/C stops working 2.)
 10 Mechanic replaces [refrigerant] but can’t find a leak in the lines 3.) A/C is blowing
 11 hot air again after 3 days; [refrigerant] completely gone 4.) Mechanic runs dye
 12 through lines to find the leak, replaces [refrigerant] again 5.) A/C is blowing hot
 13 air again after 2 days; [refrigerant] completely gone 6.) Mechanic notes a
 14 Technical Service Bulletin (TSB) and **widespread complaints of issue**...suggests
 15 browbeating Chevy dealer over the issue, given how new the truck is. 7.) **Issue
 16 raised with Chevy dealer...no response**... Probably the last GM vehicle I will
 17 ever purchase.”
 18 http://www.carcomplaints.com/Chevrolet/Tahoe/2015/AC_heater/ac_stopped_wor
 19 [king.shtml](http://www.carcomplaints.com/Chevrolet/Tahoe/2015/AC_heater/ac_stopped_wor) (posted May 2017)

20 79. As the above sampling of complaints shows, Class Members have been vocal in
 21 complaining directly to GM about the AC System Defect, and the number and consistency of
 22 their complaints should have alerted GM about the AC System Defect.

23 **F. GM’s Knowledge of the AC System Defect from Class Member Complaints
 24 Collected by NHTSA’s Office of Defect Investigations**

25 80. In addition to complaints made directly to GM, many Class Vehicle owners and
 26 lessees lodged complaints about the AC System Defect with NHTSA ODI.

27 81. Federal law requires automakers like GM to be in close contact with NHTSA
 28 regarding potential auto defects, including imposing a legal requirement, backed by criminal
 penalties for violation, of confidential disclosure of defects by automakers to NHTSA, including
 field reports, customer complaints, and warranty data. *See* TREAD Act, Pub. L. No. 106-414, 114
 Stat. 1800 (2000).

82. Thus automakers should (and do) monitor NHTSA databases for consumer
 complaints regarding their automobiles as part of the automakers’ ongoing obligation to identify
 potential defects in their vehicles, such as failures of AC Systems to emit cold air as intended.

83. From its monitoring of the NHTSA databases, GM knew or should have known of
 the many complaints about AC System Defect logged by NHTSA ODI, and the content,

1 consistency, and large number of those complaints alerted, or should have alerted, GM to the AC
2 System Defect.

3 84. A sampling of the publicly available complaints lodged with NHTSA ODI,
4 includes some of those quoted above, as well as the following:

5 “The [caller] owns a 2015 Cadillac Escalade ESV. While driving in the rain, the
6 air conditioner condenser fractured and the air conditioner failed to work. The
7 **failure caused the windows to fog up and impaired the driver’s visibility.** The
8 vehicle was taken to the dealer ... who stated that the part was unavailable. The
9 **failure recurred. The manufacturer was made aware of the failure and stated**
10 **that it was a known issue.** The manufacturer provided the contact a rental vehicle
11 for three days. The vehicle was repaired after seven weeks when the part was
12 located. The cause of the failure and repair part were not provided. The failure
13 mileage was approximately 7,500.” NHTSA ODI # 11005298 (incident date
14 March 23, 2017)

15 “The [2015 GMC Yukon] air conditioner condenser failed. The part is on
16 backorder and I have no air conditioning for an undetermined amount of time. No
17 eta on the part and **they will replace the part with the same faulty model.** No
18 loaner car, no air-conditioning.” NHTSA ODI # 11006147 (incident date July 8,
19 2017)

20 “[2015 GMC Yukon] air conditioner condenser failed. Replacement part is on
21 national back order we have been waiting **5 weeks so far and no update from**
22 **GM.**” NHTSA ODI # 10991649 (incident date April 10, 2017)

23 “[2015 Cadillac Escalade] air conditioning stopped working in May 2017. Called
24 the dealership and they told me that there was a high number of cars coming back
25 with the same problem-asked me to come in so they could assess. Came in-20
26 minutes later-they informed me that my issue was the same. Condenser was out.
27 Part was back ordered. **I’ve now waited for 8 weeks and the part is still back**
28 **ordered and GM is refusing to give us an ETA when its available.** Driving with
no AC during the summer in high temps and on the freeways has now aggravated
my daughter’s allergies and she is now on medication. Can’t seem to get any
answer from gm and it’s not just me.” NHTSA ODI # 11010423 (incident date
May 30, 2017)

“[2015 Chevrolet suburban] air conditioning condenser is faulty vehicle is covered
bumper to bumper under warranty and no replacement is available. No rental car
offered, no date of repair is available. **Driving with no air conditioning in the**
heat is miserable.” NHTSA ODI # 11002905 (incident date June 5, 2017)

“There was a not any big event that caused it. [2015 Chevrolet suburban] air
conditioning was blowing cold air on Monday June 26, 2017; on Tuesday June 27,
2017 it was warm air even after driving around for 6 minutes. Immediately took it
to the dealer we purchased it from: Priority Chevrolet. The condenser had stopped
working. Couldn’t hold [refrigerant] because there was a hole in it. ... ?!?!?! Not
sure of the cause. My car is barely 2 years old! I have four young children in the
middle of summer initially we were told 1-2 month wait!?! **Apparently this isn’t**
the first condenser they have had to replace. Tells me something isn’t right with
Chevrolet.” NHTSA ODI # 11001975 (incident date June 27, 2017)

1 “National a/c condenser backorder: today marks 21 days without an a/c condenser
 2 on my car [2015 Chevrolet suburban]. I have a small child (15 months old) and
 3 GM has no idea when an a/c condenser will be available. I am the 6th person at my
 4 local dealership to need one, the 3rd one at a local automotive garage. **GM says**
 5 **they have not heard of this issue** but a small google search will show there is a
 6 very large issue across the nation, hence the national backorder on the part. I have
 7 tried calling various Chevrolet dealership trying to locate this part.” NHTSA ODI
 8 # 10992401 (incident date May 10, 2017)

9 85. As the above sampling of complaints makes clear, consumers have been vocal in
 10 complaining to NHTSA ODI about the AC System Defect and GM was, or should have been,
 11 aware of and monitoring those complaints, and thus should have known about the AC System
 12 Defect.

13 **G. GM’s Knowledge of the AC System Defect Gleaned from Class Member**
 14 **Complaints on Public Online Forums**

15 86. In addition to complaints made directly to GM and collected by NHTSA ODI,
 16 many Class Vehicle owners and lessees posted complaints about the AC System Defect on public
 17 online vehicle owner forums. The following is a small sampling of such complaints:

18 “2014 Sierra SLT ... I was heading out this morning to take the youngest
 19 daughter to move into her apartment where she is going to school. 3 hrs away. All
 20 is fine then about 1 1/2 hrs into our journey noticed the air was not as cold as it
 21 had been from the A/C. Well, nothing I did helped to get it cooler, just getting
 22 hotter. Blowing just fine. ... We had to lower the windows. Getting to be about 95
 23 outside and more miserable by the mile. And traffic was moving slowly. By the
 24 time we made it to our destination it was a 100 or hotter outside. This started
 25 happening at mileage 11950. ... temp outside at one point showed 111 per my
 26 nifty pickup thermometer. Anyway it was just miserable. This all started about
 27 1030 this morning and had to leave the windows down all day that we were in the
 28 pickup. Finally made it home tonight about 9pm with outside temp of 94. **The AC**
is dead in the water with almost a year on her and a little less than 12k miles.
 I have never had a vehicle lose the AC before and I have had MANY new
 vehicles.”

<http://www.gm-trucks.com/forums/topic/163791-well-have-a-problemno-ac33/> (posted
 August 17, 2014)

“Bought a 2014 GMC Sierra SLE Crew Cab from Tulley GMC in Nashua about a
 month ago. I also bought the extended warranty, thank GOD!!!! A couple weeks
 ago, started noticing the AC wasn’t blowing icy cold air. Took it to the service
 department and the problem is the AC condenser. They said it is covered under my
 warranty but the part is ‘back ordered’. I’ve been reading some comments online
 about other people with this same issue. I’m getting a little nervous because I’m
 seeing **people that have been waiting months and still no AC condensers**
available. I have a pregnant girlfriend at home and if I need to drive us

1 somewhere, I need AC at least for her. The dealer did give me a loaner and say
 2 that I can stay in it for as long as it takes but I'm pissed because I just bought the
 3 truck and I'm paying \$500 a month to drive around in a Terrain while my truck
 4 sits in their back parking lot. Anyone have any luck with a dealer actually getting
 5 their hands on a AC condenser?"
http://www.carcomplaints.com/GMC/Sierra_1500/2014/AC_heater/AC_not_working.shtml (posted June 2017)

6 "Purchased 2015 Chevy Tahoe LTZ new, 3 years ago. Air conditioning not
 7 working and told it needs a condenser. **Part is on back order with no delivery
 8 date available due to the high number of 2015 Tahoes that are waiting for this
 9 part.** Went online to see if anyone else is having this problem with the same
 10 make/model/year and the number is astonishing. This was a brand new model and
 11 first year offered from Chevy so there is obviously a manufacturing issue. Car
 12 warranty is expired and **was told part would be over \$2000!**"
<http://www.carproblemzoo.com/chevrolet/tahoe/air-conditioner-problems.php>
 13 (posted March 2017)

14 "2014 GMC Sierra [1500], had to replace the AC Condenser (3 yr. old truck), cost
 15 \$1000. **2 weeks after it was replaced the AC quit working again.** Brought it
 16 back in, had to have a High Side Line Hose replaced, \$300 more dollars to fix. No
 17 recall on an issue that seems to be a common problem with these trucks.
 18 Disgusting."
http://www.carcomplaints.com/GMC/Sierra_1500/2014/AC_heater/AC_not_working.shtml
 19 (posted June 2017)

20 87. As shown by this small sampling of complaints from vehicle owner forums
 21 consumers have been vocal in complaining about the AC System Defect and the AC failure it
 22 causes. A multi-billion dollar automaker like GM undoubtedly had and has a marketing
 23 department that tracks such sites and should reasonably have been aware of the AC System
 24 Defect in the Class Vehicles.

25 88. In sum, as early as 2013, and certainly well before Plaintiffs and Class Members
 26 purchased or leased their Class Vehicles, GM was aware of the AC System Defect, should have
 27 been aware of the AC System Defect through the exercise of reasonable care, and/or was
 28 negligent in failing to be aware of the AC System Defect, based on, among others, the following
 sources:

- 29 a. Pre-release design, manufacturing, engineering, and testing data;
- 30 b. Service bulletins sent by GM to its dealerships evincing knowledge of
 31 ongoing issues with AC Systems in the Class Vehicles;
- 32 c. Detailed data gathered by GM about large number of AC System Defect
 33 repairs;

1 d. Knowledge GM had of the large number of replacement AC System parts
2 ordered from GM;

3 e. Numerous and consistent consumer complaints made directly to GM about
4 the AC System Defect;

5 f. Numerous and consistent consumer complaints collected by NHTSA ODI
6 about the AC System Defect;

7 g. Numerous and consistent consumer complaints made on online vehicle
8 owner forums; and

9 h. GM service center employees' familiarity with and knowledge of the AC
10 System Defect.

11 89. Moreover, the large number and consistency of Class Member complaints
12 describing the AC System's propensity to crack, leak refrigerant, lose pressure, and fail to
13 function underscores the fact that Class Members considered the AC System Defect to be a
14 material safety issue to the reasonable consumer.

15 **IV. GM Received Pre-Suit Notice Multiple Times and Ways**

16 90. In addition to other forms of notice, including those detailed in this Complaint,
17 GM was put on notice of Mr. Jenkins's claims in February 2015 when Mr. Jenkins took his
18 Vehicle to his dealership, Lehmer's Concord Buick Chevrolet, to report his Vehicle's AC System
19 failure. The dealership told Mr. Jenkins the repair would not be covered under warranty and that
20 the repair could not occur immediately because the condenser part was backordered nationwide.

21 91. GM had further notice of Mr. Jenkins's claims in February 2015, when Mr.
22 Jenkins lodged an official complaint about his AC System's failure with a regional specialist at
23 GM Corporate.

24 92. GM had further notice of Mr. Jenkins's claims in fall 2016, when Mr. Jenkins
25 contacted GM's buyback division to ask that they buy back his vehicle. After his request was
26 "under review" for three or four months, GM finally informed Mr. Jenkins in September 2017
27 that GM would not buy back Mr. Jenkins's Vehicle.

28

1 93. GM had notice of Mr. Garcia's claims on or about September 11, 2017, when Mr.
2 Garcia took his Vehicle to Bob Stall Chevrolet to complain about his Vehicle's AC System
3 failure.

4 94. GM had further notice of Mr. Jenkins and Mr. Garcia's claims, including on behalf
5 of the Class, on October 10, 2017, when it received Plaintiffs pre-suit notice letter, attached here
6 as Exhibit C.

7 **V. Applicable Warranties**

8 95. GM sold and leased the Class Vehicles with a written express warranty covering
9 the Vehicles for three years or 36,000 miles, whichever comes first.

10 96. GM's New Vehicle Limited Warranty expressly "covers repairs to correct any
11 vehicle defect" and states that repairs will be done within a "reasonable time."

12 97. The same warranties are made in GM's Certified Pre-Owned ("CPO") 12-
13 Month/12,000 Mile Bumper-to-Bumper Limited Warranty.

14 98. GM provides these warranties to buyers and lessees after the purchase/lease of the
15 Class Vehicle is completed; buyers and lessees have no pre-sale/lease knowledge or ability to
16 bargain as to the terms of the warranties.

17 99. GM also provides an express written warranty with all GM "Original Equipment"
18 replacement parts. The AC System component parts are covered by GM's "Limited Lifetime
19 Parts Warranty," which promises that GM will repair or replace, free of all charges except labor,
20 any covered part that was originally installed by a GM dealership at the consumer's expense.

21 **VI. GM's Marketing and Concealment**

22 100. Upon information and belief, GM knowingly marketed and sold/leased the Class
23 Vehicles with the AC System Defect, while willfully concealing the true inferior quality and sub-
24 standard performance of the Class Vehicles' AC Systems.

25 101. GM directly markets the Class Vehicles to consumers via extensive nationwide,
26 multimedia advertising campaigns on television, the Internet, billboards, print publications,
27 mailings, and through other mass media.

28

1 102. GM's marketing material describes the various Class Vehicles as "reliable,"
2 "durable," with "functional," "customer-focused" interior AC Systems.

3 103. In practice, the Class Vehicles are not as comfortable or reliable as GM's
4 marketing suggests. GM concealed the fact that the Class Vehicles instead not even comfortable
5 or enjoyable under ordinary conditions because the AC Systems repeatedly and consistently leak
6 refrigerant, lose pressure, and fail to provide cool air into the passenger cabin.

7 104. Plaintiffs and Class Members were exposed to GM's long-term, national,
8 multimedia marketing campaign touting the supposed quality, safety, and comfort of the Class
9 Vehicles, and Class Members justifiably made their decisions to purchase or lease their Class
10 Vehicles based on GM's misleading marketing that concealed the true, defective nature of the
11 Class Vehicles.

12 105. Further, GM knowingly misled Class Members about the true, defective nature of
13 the Class Vehicles. As detailed above, upon information and belief, GM has been aware of the
14 AC System Defect since at least 2013, and certainly well before Plaintiffs and Class Members
15 purchased or leased their Class Vehicles, through pre-release evaluation and testing;
16 investigations resulting in TSBs; the high number of AC System repairs and replacement part
17 sales; and the numerous and consistent complaints about the AC System Defect made directly to
18 GM, collected by NHTSA, and posted in public online forums.

19 106. In sum, GM has actively concealed the existence and nature of the AC System
20 Defect from Class Members since at least 2013 despite its knowledge of the existence and
21 pervasiveness of the AC System Defect. Specifically, GM has:

22 a. Failed to disclose, at and after the time of purchase, lease, and/or service,
23 any and all known material defects of the Class Vehicles, including the AC System Defect;

24 b. Failed to disclose, at and after the time of purchase, lease, and/or service,
25 that the Class Vehicles' AC Systems were defective and not fit for their intended purposes;

26 c. Failed to disclose, and actively concealed, the fact that the Class Vehicles'
27 AC Systems were defective, despite that GM learned of the AC System Defect as early as 2013,
28 and certainly well before Plaintiffs and Class Members purchased or leased their Class Vehicles;

1 d. Failed to disclose, and actively concealed, the existence and pervasiveness
2 of the AC System Defect even when directly asked about it by Class Members during
3 communications with GM, GM Customer Care, GM dealerships, and GM service centers;

4 e. Actively concealed the AC System Defect by forcing Class Members to
5 bear the cost of temporary “fixes” while at the same time performing those “fixes” at no (or
6 lower) cost for those who complained vocally and often, and calling these “goodwill” services;
7 and

8 f. Actively concealed the AC System Defect by consistently treating the mold
9 and odors with temporary “fixes,” so that the AC System Defect is not permanently corrected in
10 Class Members’ vehicles, even though Class Members were led to believe that the “fixes” had
11 cured the AC System Defect in their Vehicles.

12 107. By engaging in the conduct described above, GM has concealed, and continues to
13 conceal, the AC System Defect from Class Members. If Class Members had had knowledge of
14 the information GM concealed, they would not have purchased or leased the Class Vehicles or
15 would have paid less to do so.

16 **FRAUDULENT CONCEALMENT ALLEGATIONS**

17 108. Absent discovery, Plaintiffs are unaware of, and unable through reasonable
18 investigation to obtain, the true names and identities of those individuals at GM responsible for
19 disseminating false and misleading marketing materials regarding the Class Vehicles. GM
20 necessarily is in possession of all of this information. Plaintiffs’ claims arise out of GM’s
21 fraudulent concealment of the AC System Defect, and its representations about the quality, safety,
22 and comfort of the Class Vehicles. To the extent that Plaintiffs’ claims arise from GM’s
23 fraudulent concealment, there is no one document or communication, and no one interaction,
24 upon which Plaintiffs base their claims. Plaintiffs allege that at all relevant times, including
25 specifically at the time they purchased or leased their Class Vehicles, GM knew, or was reckless
26 in not knowing, of the AC System Defect; GM was under a duty to disclose the Defect based
27 upon its exclusive knowledge of it, and its concealment of it; and GM never disclosed the Defect
28 to Plaintiffs or the public at any time or place or in any manner.

1 109. Plaintiffs make the following specific fraud allegations with as much specificity as
2 possible absent access to the information necessarily available only to GM:

3 a. **Who:** GM actively concealed the AC System Defect from Plaintiffs and
4 Class Members while simultaneously touting the safety, comfort, sophistication, and quality of
5 the Class Vehicles, as alleged in paragraphs 99-106, above. Plaintiffs are unaware of, and
6 therefore unable to identify, the true names and identities of those specific individuals at GM
7 responsible for such decisions.

8 b. **What:** GM knew, or was reckless or negligent in not knowing, that the
9 Class Vehicles contain the AC System Defect, as alleged above in paragraphs 63-88. GM
10 concealed the Defect and made representations about the safety, comfort, sophistication, world-
11 class quality, and other attributes of the Class Vehicles, as specified above in paragraphs 99-106.

12 c. **When:** GM concealed material information regarding the Defect at all
13 times and made representations about the quality, safety, and comfort of the Class Vehicles,
14 starting no later than 2013, or at the subsequent introduction of certain models of Class Vehicles
15 to the market, continuing through the time of sale/lease, and on an ongoing basis, and continuing
16 to this day, as alleged above in paragraphs 99-106. GM still has not disclosed the truth about the
17 Defect in the Class Vehicles to anyone outside of GM. GM has never taken any action to inform
18 consumers about the true nature of the Defect in Class Vehicles. And when consumers brought
19 their Vehicles to GM complaining of the AC System failures, GM denied any knowledge of or
20 responsibility for the AC System Defect.

21 d. **Where:** GM concealed material information regarding the true nature of
22 the Defect in every communication it had with Plaintiffs and Class Members and made
23 representations about the quality, safety, and comfort of the Class Vehicles. Plaintiffs are aware
24 of no document, communication, or other place or thing, in which GM disclosed the truth about
25 the Defect in the Class Vehicles to anyone outside of GM. Such information is not adequately
26 disclosed in any sales documents, displays, advertisements, warranties, owner's manuals, or on
27 GM's website.
28

1 e. **How:** GM concealed the AC System Defect from Plaintiffs and Class
2 Members and made representations about the quality, safety, and comfort of the Class Vehicles.
3 GM actively concealed the truth about the existence and nature of the Defect from Plaintiffs and
4 Class Members at all times, even though it knew about the Defect and knew that information
5 about the Defect would be important to a reasonable consumer, and GM promised in its
6 marketing materials that Class Vehicles have qualities that they do not have.

7 f. **Why:** GM actively concealed material information about the Defect in the
8 Class Vehicles for the purpose of inducing Plaintiffs and Class Members to purchase and/or lease
9 Class Vehicles, rather than purchasing or leasing competitors' vehicles and made representations
10 about the quality, safety, and comfort of the Class Vehicles. Had GM disclosed the truth, for
11 example in its advertisements or other materials or communications, Plaintiffs and Class
12 Members (all reasonable consumers) would have been aware of it, and would not have bought or
13 leased the Class Vehicles or would have paid less for them.

14 **TOLLING OF THE STATUTE OF LIMITATIONS**

15 **Fraudulent Concealment Tolling**

16 110. Upon information and belief, GM has known of the AC System Defect in the Class
17 Vehicles since at least 2013, and certainly well before Plaintiffs and Class Members purchased or
18 leased their Class Vehicles, and yet has concealed from or failed to notify Plaintiffs, Class
19 Members, and the public of the full and complete nature of the AC System Defect. GM continues
20 to conceal the Defect to this day.

21 111. Any applicable statute of limitation has been tolled by GM's knowledge, active
22 concealment, and denial of the facts alleged herein, which behavior is ongoing.

23 **Estoppel**

24 112. GM was and is under a continuous duty to disclose to Plaintiffs and Class
25 Members the true character, quality, and nature of the Class Vehicles. GM actively concealed –
26 and continues to conceal – the true character, quality, and nature of the Class Vehicles and
27 knowingly made representations about the world-class quality, sophistication, state-of-the-art
28 safety, and comfort of the Class Vehicles. Plaintiffs and Class Members reasonably relied upon

1 GM's knowing representations and active concealment of these facts. Based on the foregoing,
2 GM is estopped from relying on any statutes of limitation in defense of this action.

3 Discovery Rule

4 113. The causes of action alleged herein did not accrue until Plaintiffs and Class
5 Members discovered that their Class Vehicles contained the AC System Defect.

6 114. Plaintiffs and Class Members had no realistic ability to discern that the Class
7 Vehicles were defective until – at the earliest – after the AC System Defect caused their AC
8 Systems to leak refrigerant, lose pressure, and fail to function. Even then, Plaintiffs and Class
9 Members had no reason to know the AC System failures were caused by a defect in the Class
10 Vehicles because of GM's active concealment of the AC System Defect.

11 115. Plaintiffs and Class Members were not reasonably able to discover the AC System
12 Defect until after they had purchased or leased their Class Vehicles, despite their exercise of due
13 diligence, and their causes of action did not accrue until they discovered that the AC System
14 Defect caused their Vehicles' AC Systems to leak refrigerant, lose pressure, and fail to function.

15 CLASS ACTION ALLEGATIONS

16 116. Plaintiffs bring this lawsuit as a class action on behalf of themselves and all other
17 Class Members similarly situated pursuant to Federal Rules of Civil Procedure 23(a) and (b)(3),
18 (b)(2), and/or (c)(4). This action satisfies the numerosity, commonality, typicality, adequacy,
19 predominance, and superiority requirements of those provisions.

20 117. Plaintiffs bring this class action, including all causes of action stated below, on
21 behalf of themselves and all other similarly situated members of the proposed Class (referred to
22 herein as "Class Members"), defined as follows:

23 All persons who purchased or leased a Class Vehicle with the Air Conditioning
24 System in California. A "Class Vehicle" is a vehicle of any of the following
25 models/model years: 2015-2017 Cadillac Escalade, 2014-2016 Chevrolet
2014-2017 GMC Sierra 1500, 2015-2017 GMC Yukon.

26 118. Excluded from the proposed Class are: (1) GM, any entity or division in which
27 GM has a controlling interest, and its legal representatives, officers, directors, assigns, and
28 successors; (2) the Judge to whom this case is assigned and the Judge's staff; (3) governmental

1 entities; and (4) those persons who have suffered personal injuries as a result of the facts alleged
2 herein. Plaintiffs reserve the right to amend the Class definition if discovery and further
3 investigation reveal that the Class should be expanded, otherwise divided into subclasses, or
4 modified in any other way.

5 Numerosity

6 119. Although the exact number of Class Members is uncertain and can only be
7 ascertained through appropriate discovery, the number is great enough such that joinder is
8 impracticable. The disposition of the claims of these Class Members in a single action will
9 provide substantial benefits to all parties and to the Court. Class Members are readily identifiable
10 from information and records in GM's possession, custody, or control, as well as from records
11 kept by the Department of Motor Vehicles.

12 Typicality

13 120. The claims of Plaintiffs are typical of the claims of Class Members in that
14 Plaintiffs, like all Class Members, purchased or leased a Class Vehicle designed, manufactured,
15 marketed, distributed, warranted, sold/leased, and serviced by GM. Plaintiffs, like all Class
16 Members, have been damaged by GM's misconduct in that they purchased/leased a Vehicle they
17 would not have purchased/leased, or would not have purchased/leased at the price paid, and
18 incurred or will incur the cost of repairs relating to and caused by the AC System Defect.
19 Furthermore, the factual bases of GM's misconduct are common to all Class Members and
20 represent a common thread of misconduct resulting in injury to all Class Members.

21 Adequate Representation

22 121. Plaintiffs will fairly and adequately represent and protect the interests of the Class
23 Members. Plaintiffs have retained counsel with substantial experience in prosecuting consumer
24 class actions, including actions involving defective vehicles.

25 122. Plaintiffs and their counsel are committed to vigorously prosecuting this action on
26 behalf of Class Members, and have the financial resources to do so. Neither Plaintiffs nor their
27 counsel have interests adverse to those of Class Members.

28

Predominance of Common Issues

1
2 123. There are numerous questions of law and fact common to Plaintiffs and Class
3 Members that predominate over any question affecting only individual Class Members, the
4 answers to which will advance resolution of the litigation as to all Class Members. These
5 common legal and factual issues include:

- 6 a. whether the AC System in the Class Vehicles is defective;
- 7 b. whether GM knew or should have known about the AC System Defect,
8 and, if yes, how long GM has known of the Defect;
- 9 c. whether the defective nature of the Class Vehicles constitutes a material
10 fact reasonable consumers would have considered in deciding whether to purchase or lease a
11 Class Vehicle;
- 12 d. whether GM had a duty to disclose the defective nature of the Class
13 Vehicles to Plaintiffs and Class Members;
- 14 e. whether GM omitted and failed to disclose material facts about the Class
15 Vehicles;
- 16 f. whether GM's concealment of the true defective nature of the Class
17 Vehicles induced Plaintiffs and Class Members to act to their detriment by purchasing or leasing
18 Class Vehicles;
- 19 g. whether GM's representations and omissions about the true defective
20 nature of the Class Vehicles were likely to mislead or deceive, and therefore fraudulent, within
21 the meaning of California's Unfair Competition Law (UCL);
- 22 h. whether GM's representations and omissions about the true defective
23 nature of the Class Vehicles were and are unfair within the meaning of the UCL;
- 24 i. whether GM represented, through its words and conduct, that the Class
25 Vehicles had characteristics, uses, or benefits that they did not actually have;
- 26 j. whether GM represented, through its words and conduct, that the Class
27 Vehicles were of a particular standard, quality, or grade when they were of another;
- 28

1 k. whether GM advertised the Class Vehicles with the intent not to sell/lease
2 them as advertised;

3 l. whether GM's representations and omissions about the true defective
4 nature of the Class Vehicles were likely to create confusion or misunderstanding;

5 m. whether GM's representations and omissions about the true defective
6 nature of the Class Vehicles were and are deceptive;

7 n. whether the Class Vehicles were unfit for the ordinary purposes for which
8 they were used, in violation of the implied warranty of merchantability;

9 o. whether Plaintiffs and the other Class Members are entitled to a declaratory
10 judgment stating that the AC Systems in Class Vehicles are defective and/or not merchantable;

11 p. whether Plaintiffs and the other Class Members are entitled to equitable
12 relief, including, but not limited to, a preliminary and/or permanent injunction;

13 q. whether GM should be declared financially responsible for notifying all
14 Class Members of the problems with the Class Vehicles and for the costs and expenses of
15 permanently remedying the AC System Defect in the Class Vehicles; and

16 r. whether GM is obligated to inform Class Members of their right to seek
17 reimbursement for having paid to diagnose, repair, or replace the defective AC Systems.

18 **Superiority**

19 124. Plaintiffs and Class Members have all suffered and will continue to suffer harm
20 and damages as a result of GM's unlawful and wrongful conduct. A class action is superior to
21 other available methods for the fair and efficient adjudication of this controversy.

22 125. Absent a class action, most Class Members would likely find the cost of litigating
23 their claims prohibitively high and would therefore have no effective remedy at law. Because of
24 the relatively small size of the individual Class Members' claims (compared to the cost of
25 litigation), it is likely that only a few Class Members could afford to seek legal redress for GM's
26 misconduct. Absent a class action, Class Members will continue to incur damages, and GM's
27 misconduct will continue without remedy.
28

1 126. Class treatment of common questions of law and fact would also be a superior
2 method to multiple individual actions or piecemeal litigation in that class treatment will conserve
3 the resources of the courts and the litigants, and will promote consistency and efficiency of
4 adjudication.

5 **FIRST CAUSE OF ACTION**

6 **(Violation of California’s Consumer Legal Remedies Act (“CLRA”),**
7 **Cal. Civ. Code § 1750, et seq.)**

8 127. Plaintiffs incorporate by reference each allegation set forth in the preceding
9 paragraphs.

10 128. Plaintiffs bring this cause of action for themselves and on behalf of Class
11 Members.

12 129. GM is a “person” as defined by the CLRA. Cal. Civ. Code § 1761(c).

13 130. Plaintiffs and Class Members are “consumers” within the meaning of the CLRA.
14 Cal. Civ. Code § 1761(d).

15 131. The purchases and leases of Class Vehicles by Plaintiffs and Class Members
16 constitute “transactions” as defined by the CLRA. Cal. Civ. Code § 1761(e).

17 132. The Class Vehicles constitute “goods” or “services” as defined by the CLRA. Cal.
18 Civ. Code §1761(a) and (b).

19 133. Plaintiffs and Class Members purchased or leased the Class Vehicles primarily for
20 personal, family, and household purposes as meant by the CLRA. Cal. Civ. Code § 1761(d).

21 134. GM’s representations, active concealment, failures to disclose, and omissions
22 regarding the Class Vehicles violated the CLRA in the following ways:

23 a. GM misrepresented that the Class Vehicles had characteristics, benefits, or
24 uses that they did not have (Cal. Civ. Code § 1770(a)(5));

25 b. GM misrepresented that the Class Vehicles were of a particular standard,
26 quality, or grade when they were of another (Cal. Civ. Code § 1770(a)(7));

27 c. GM advertised the Class Vehicles with an intent not to sell/lease them as
28 advertised (Cal. Civ. Code § 1770(a)(9));

1 d. GM misrepresented that the Class Vehicles and the warranties conferred or
2 involved rights, remedies, or obligations that they did not (Cal. Civ. Code § 1770(a)(14)); and

3 e. GM misrepresented that the Class Vehicles were supplied in accordance
4 with previous representations when they were not (Cal. Civ. Code § 1770(a)(16)).

5 135. GM's unfair and deceptive acts or practices occurred repeatedly in GM's course of
6 trade or business, were material, were capable of deceiving a substantial portion of the purchasing
7 public, and as a result, caused economic harm to purchasers and lessees of the Class Vehicles.

8 136. GM knew, by 2013 at the latest, and certainly before the sale or lease of the Class
9 Vehicles, that the Class Vehicles' AC Systems suffered from an inherent defect, were defectively
10 designed or manufactured, would fail repeatedly, and were not suitable for their intended use.

11 137. By 2013 at the latest, GM had exclusive knowledge of material facts concerning
12 the existence of the AC System Defect in its Class Vehicles. Furthermore, GM actively concealed
13 the Defect from consumers by denying the existence of the Defect to Class Members who
14 contacted GM about their AC System failures, failing to provide a permanent remedy for the AC
15 System Defect within a reasonable time under warranty, and replacing defect AC System
16 components with the same defective replacement parts.

17 138. GM was under a duty to Plaintiffs and Class Members to disclose the defective
18 nature of the AC Systems, as well as the associated costs that would have to be repeatedly
19 expended in order to temporarily address the failures caused by the AC System Defect, because:

20 a. GM was in a superior position to know the true state of facts about the AC
21 System Defect in the Class Vehicles;

22 b. Plaintiffs and Class Members could not reasonably have been expected to
23 learn or discover that the Class Vehicles had the AC System Defect until, at the earliest, the
24 manifestation of the Defect; and

25 c. GM knew that Plaintiffs and Class Members could not reasonably have
26 been expected to learn or discover the AC System Defect prior to its manifestation.

27 139. In failing to disclose the defective nature of the Class Vehicles, GM knowingly
28 and intentionally concealed material facts and breached its duty not to do so.

1 140. The facts concealed or not disclosed by GM to Plaintiffs and Class Members are
2 material in that a reasonable consumer would have considered them to be important in deciding
3 whether or not to purchase or lease a Class Vehicle. Moreover, a reasonable consumer would
4 consider the AC System Defect to be an undesirable quality, as Plaintiffs and Class Members did.
5 Had Plaintiffs and other Class Members known that the Class Vehicles had the AC System
6 Defect, they would not have purchased or leased a Class Vehicle, or would have paid less for it.

7 141. Plaintiffs and Class Members are reasonable consumers who did not expect their
8 Class Vehicles to contain a defective AC System. It is a reasonable and objective consumer
9 expectation for consumers to expect the AC System not to leak refrigerant, lose pressure, and fail
10 to function.

11 142. As a result of GM's misconduct, Plaintiffs and Class Members have been harmed
12 and have suffered actual damages in that the Class Vehicles contain defective AC Systems and
13 repeatedly spring leaks, lose pressure, and fail to function due to the AC System Defect, causing
14 inconvenience, creating an uncomfortable and unhealthy environment for vehicle occupants, and
15 causing Class Members to spend money, even when the Vehicle was still under warranty, to
16 attempt to remedy the Defect.

17 143. As a direct and proximate result of GM's unfair or deceptive acts or practices,
18 Plaintiffs and Class Members have suffered and will continue to suffer actual damages in that
19 they have a Vehicle with a defective AC System and they have experienced and may continue to
20 experience their Class Vehicles' AC Systems leaking refrigerant, losing pressure, and failing to
21 function, for which there is no permanent fix.

22 144. Plaintiffs and the Class seek an order enjoining GM's unfair or deceptive acts or
23 practices and equitable relief under Cal. Civ. Code § 1780(e), and any other just and proper relief
24 available under the CLRA.

25 145. In accordance with section 1782(a) of the CLRA, Plaintiffs' counsel, on behalf of
26 Plaintiffs, has served GM with notice of their alleged violations of Cal. Civ. Code § 1770(a)
27 relating to the Class Vehicles purchased by Plaintiffs and Class Members, and demanded that
28 GM, within thirty (30) days of such notice, corrects or agrees to correct the actions described

1 therein and agrees to reimburse Plaintiffs and Class Members' associated out-of-pocket costs. If
2 GM fails to do so, Plaintiffs will amend this Complaint as of right (or otherwise seek leave to
3 amend the Complaint) to seek compensatory and monetary damages and attorneys' fees to which
4 Plaintiffs and Class Members are entitled under the CLRA.

5 **SECOND CAUSE OF ACTION**

6 **(Violation of California's Unfair Competition Law, Cal. Bus. & Prof. Code § 17200, et seq.)**

7 146. Plaintiffs hereby incorporate by reference the allegations contained in the
8 preceding paragraphs of this Complaint.

9 147. Plaintiffs bring this cause of action for themselves and on behalf of Class
10 Members.

11 148. California Business & Professions Code § 17200 prohibits acts of "unfair
12 competition," including any "unlawful, unfair or fraudulent business act or practice" and "unfair,
13 deceptive, untrue or misleading advertising." GM engaged in conduct that violated each of this
14 statute's three prongs.

15 149. GM committed an unlawful business act or practice in violation of Cal. Bus. &
16 Prof. Code § 17200, et seq., by systematically breaching its warranty obligations and by violating
17 the CLRA and the Song-Beverly Consumer Warranty Act as alleged above and below.

18 150. GM committed unfair business acts and practices in violation of Cal. Bus. & Prof.
19 Code § 17200, et seq., because the acts and practices described herein, including but not limited
20 to GM's failure to provide a permanent remedy to fix the AC System Defect, were immoral,
21 unethical, oppressive, unscrupulous, unconscionable, and/or substantially injurious to Plaintiffs
22 and Class Members. GM's acts and practices were additionally unfair because the harm to
23 Plaintiffs and Class Members is substantial and is not outweighed by any countervailing benefits
24 to consumers or competition. Further, GM's acts and practices were unfair in that they were
25 contrary to legislatively declared or public policy.

26 151. GM committed fraudulent business acts and practices in violation of Cal. Bus. &
27 Prof. Code § 17200, et seq., when it concealed the existence and nature of the AC System Defect,
28 while representing in its marketing, advertising, and other broadly disseminated representations

1 that the Class Vehicles were “reliable,” “durable,” with “functional,” “customer-focused” interior
2 AC Systems, when, in fact, they are not. GM’s representations and active concealment of the
3 Defect are likely to mislead the public with regard to the true defective nature of the Class
4 Vehicles.

5 152. GM’s unfair or deceptive acts or practices occurred repeatedly in the course of
6 GM’s trade or business, and were likely to mislead a substantial portion of the purchasing public.

7 153. Plaintiffs relied on GM’s material representations and nondisclosures, and would
8 not have purchased/leased, or would have paid less for, the Class Vehicles had they known the
9 truth.

10 154. As a direct and proximate result of GM’s unfair, unlawful, and deceptive practices,
11 Plaintiffs have lost money.

12 155. Plaintiffs and Class Members seek an order enjoining GM from committing such
13 unlawful, unfair, and fraudulent business practices, and seek restitution pursuant to Cal. Bus. &
14 Prof. Code § 17203.

15 **THIRD CAUSE OF ACTION**

16 **(Breach of Implied Warranty Under Song-Beverly Consumer Warranty Act)**

17 156. Plaintiffs incorporate by reference each allegation set forth in the preceding
18 paragraphs.

19 157. GM’s Class Vehicles are “consumer goods” within the meaning of Cal. Civ. Code
20 § 1791(a).

21 158. GM is a “manufacturer” within the meaning of Cal. Civ. Code § 1791(j).

22 159. Plaintiffs and Class Members who purchased or leased their Class Vehicles within
23 the State of California are “buyers” and “lessees” within the meaning of Cal. Civ. Code
24 §§ 1791(b) and (h).

25 160. GM impliedly warranted to Plaintiffs and Class Members that its Vehicles were
26 “merchantable” within the meaning of Cal. Civ. Code §§ 1791.1(a) and 1792.

27 161. GM impliedly warranted to Plaintiffs and Class Members that it would repair or
28 replace any defective products, including the defective AC System.

1 162. The propensity of the AC System Defect to cause the AC System to leak
2 refrigerant, lose pressure, and fail to function renders the Class Vehicles to not be of the quality
3 that a buyer or lessee would reasonably expect, and therefore not merchantable.

4 163. The AC System Defect is latent and was present at the time of sale/lease (indeed,
5 GM's own TSB indicates dealers could discover the Defect during "Pre-Delivery Inspections"
6 done prior to delivering the Vehicle to the consumer), and therefore the Vehicles were not
7 merchantable at the time of sale/lease.

8 164. The Class Vehicles do not conform to the promises or affirmations of fact made by
9 GM in its promotional materials and vehicle owner manuals in that the AC System Defect creates
10 an environment in the Class Vehicles' cabin that is neither "functional" nor "customer-focused."

11 165. In violation of Cal. Civ. Code § 1791.1(a), GM breached its implied warranty by
12 selling/leasing Class Vehicles that were defective and refusing to permanently replace and/or
13 repair the defective AC Systems.

14 166. The AC System Defect has deprived Plaintiffs and Class Members of the benefit
15 of their bargain, and have caused the Class Vehicles to depreciate in value.

16 167. Any attempt by GM to limit or disclaim the implied warranties in a manner that
17 would exclude coverage of the AC System Defect is unenforceable and void pursuant to Cal. Civ.
18 Code §§ 1790.1, 1792.3, and 1793.

19 168. As a result of GM's breach of its implied warranties, Plaintiffs and Class Members
20 have been damaged in an amount to be proven at trial and are entitled to incidental,
21 consequential, and other damages and other legal and equitable relief, as well as costs and
22 attorneys' fees, pursuant to Cal. Civ. Code §§ 1794 and 1795.4.

23 **FOURTH CAUSE OF ACTION**

24 **(Breach of Implied Warranty)**

25 169. Plaintiffs incorporate by reference each allegation set forth in the preceding
26 paragraphs.

27 170. The Class Vehicles are and were at all relevant times "goods" within the meaning
28 of, inter alia, Cal. Com. Code §§ 2105(1) and 10103(a)(8).

1 171. GM is and was at all relevant times a “merchant” with respect to the Class
2 Vehicles, under, inter alia, Cal. Com. Code §§ 2104(1) and 10103(c), and a “seller” of the Class
3 Vehicles, under § 2103(1)(d); and, with respect to leases, is and was at all relevant times a
4 “lessor” of the Class Vehicles, under, inter alia, Cal. Com. Code § 10103(a)(16).

5 172. Plaintiffs and Class Members are “buyers” or “lessees” within the meaning of,
6 inter alia, Cal. Com. Code §§ 2103(a) and 10103(a)(14).

7 173. When it sold or leased its Class Vehicles, GM extended an implied warranty to
8 Class Members that the subject Vehicles were merchantable and fit for the ordinary purpose for
9 which they were sold or leased, pursuant to Cal. Com. Code §§ 2314, 10212, and 10214.

10 174. Plaintiffs and other Class Members who purchased or leased a Class Vehicle
11 directly from GM are entitled to the benefit of their bargain: a Vehicle with a nondefective AC
12 System that does not leak refrigerant, lose pressure, or fail to function.

13 175. Likewise, Plaintiffs and other Class Members who purchased or leased a GM
14 Certified Pre-Owned Class Vehicle are entitled to the benefit of their bargain: a vehicle with a
15 nondefective AC System that does not leak refrigerant, lose pressure, or fail to function.

16 176. Class Members who purchased Certified Pre-Owned Class Vehicles are the
17 intended ultimate consumers of the Class Vehicles, and therefore are third-party beneficiaries for
18 the purposes of their implied warranty claims.

19 177. GM breached this implied warranty in that its Class Vehicles are (1) not fit for
20 ordinary use, and (2) not of a merchantable quality.

21 178. The AC System Defect is latent and was present at the time of sale/lease (indeed,
22 GM’s own TSB indicates dealers could discover the Defect during “Pre-Delivery Inspections”
23 done prior to delivering the Vehicle to the consumer), and therefore the Vehicles were not
24 merchantable at the time of sale/lease.

25 179. Had the AC System Defect that existed at the time of sale been known, the Class
26 Vehicles could not have been sold or leased, or could not have been sold or leased at the same
27 price.
28

1 180. As a direct and proximate result of GM’s breach of the implied warranty of
2 merchantability, Plaintiffs and Class Members have been damaged in an amount to be proven at
3 trial.

4 **FIFTH CAUSE OF ACTION**

5 **(Breach of Implied Warranty – Magnuson-Moss Warranty Act)**

6 181. Plaintiffs incorporate by reference each allegation set forth in the preceding
7 paragraphs.

8 182. Plaintiffs and Class Members are “consumers” as defined in 15 U.S.C. § 2301(3).

9 183. Defendant GM is a “supplier” and “warrantor” as defined in 15 U.S.C. §§ 2301(4)
10 and (5).

11 184. The subject Class Vehicles are “consumer products” as defined in 15 U.S.C. §
12 2301(1).

13 185. GM extended an implied warranty to Plaintiffs and Class Members by operation of
14 15 U.S.C. § 2301(7), and this implied warranty covers defects in its Class Vehicles and its Class
15 Vehicles’ AC Systems.

16 186. GM breached this implied warranty by selling/leasing its Class Vehicles with
17 defective AC Systems that were neither merchantable nor fit for their intended purpose.

18 187. The AC System Defect is latent and was present at the time of sale/lease (indeed,
19 GM’s own TSB indicates dealers could discover the Defect during “Pre-Delivery Inspections”
20 done prior to delivering the Vehicle to the consumer), and therefore the Vehicles were not
21 merchantable at the time of sale/lease.

22 188. Under 15 U.S.C. § 2310(e), notice of breach of warranty need not be provided
23 until after Plaintiffs have been appointed Class Representatives; nevertheless GM was notified of
24 its breach of warranty, as alleged above.

25 189. Upon information and belief, the number of class members in this action will be
26 greater than 100, and the amount in controversy to be determined by all claims in this action
27 exceeds \$50,000. 15 U.S.C. §§ 2310(d)(3)(B)-(C).
28

1 190. As a direct and proximate result of GM's breach of the implied warranty under the
2 Magnuson-Moss Act, Plaintiffs, and the Class, have been damaged in an amount to be proven at
3 trial.

4 **SIXTH CAUSE OF ACTION**

5 **(Fraud by Concealment)**

6 191. Plaintiffs incorporate by reference each allegation set forth in the preceding
7 paragraphs.

8 192. Plaintiffs bring this cause of action for themselves and on behalf of Class
9 Members.

10 193. GM concealed and suppressed material facts concerning the quality of the Class
11 Vehicles, and the AC Systems in the Class Vehicles.

12 194. GM concealed and suppressed material facts concerning the serious Defect
13 causing Class Vehicles' AC Systems to leak refrigerant, lose pressure, and fail to function. Upon
14 information and belief, the Defect lies in the AC System components located within the engine
15 compartment of the Class Vehicles. GM knew that Plaintiffs and Class Members would not be
16 able to inspect or otherwise detect the Defect prior to purchasing or leasing the Vehicles. GM
17 further failed to disclose and/or denied the existence the Defect when Plaintiffs and Class
18 Members complained of their AC System's failure.

19 195. GM did so in order to boost confidence in its vehicles and falsely assure
20 purchasers and lessees of GM vehicles that the Class Vehicles were world class, comfortable,
21 warranted, and reliable vehicles and concealed the information in order to prevent harm to GM
22 and its products' reputations in the marketplace and to prevent consumers from learning of the
23 defective nature of the Class Vehicles prior to their purchase or lease.

24 196. These false representations and omissions were material to consumers, both
25 because they concerned the quality of the Class Vehicles and because the representations and
26 omissions played a significant role in Plaintiffs and Class Members' decisions to purchase or
27 lease the Class Vehicles.
28

1 197. GM had a duty to disclose the AC System Defect in the Class Vehicles because it
2 was known and/or accessible only to GM; GM had superior knowledge and access to the facts;
3 and GM knew the facts were not known to or reasonably discoverable by Plaintiffs and Class
4 Members.

5 198. GM also had a duty to disclose because it made many general affirmative
6 representations about the quality, warranty, and lack of defects in the Class Vehicles as set forth
7 above, which were misleading, deceptive, and/or incomplete without the disclosure of the
8 additional facts set forth above regarding their actual quality, comfort, and usability.

9 199. Even when faced with complaints regarding the Defect, GM misled and concealed
10 the true cause of the symptoms complained of. As a result, Class Members were misled as to the
11 true condition of the Class Vehicles once at the time of purchase or lease and again when the AC
12 System failure was complained of to GM.

13 200. The omitted and concealed facts were material because they directly impact the
14 value, appeal, and usability of the Class Vehicles purchased or leased by Plaintiffs and Class
15 Members. Whether a manufacturer's products are as stated by the manufacturer, backed by the
16 manufacturer, and usable for the purpose for which they were purchased/leased, are material
17 concerns to a consumer.

18 201. GM actively concealed and/or suppressed these material facts, in whole or in part,
19 to protect its reputation, sustain its marketing strategy, and avoid recalls that would hurt the
20 brand's image and cost money, and it did so at the expense of Plaintiffs and Class Members.

21 202. On information and belief, GM has still not made full and adequate disclosure and
22 continues to defraud Plaintiffs and Class Members and conceal material information regarding
23 defects that exist in GM vehicles.

24 203. Plaintiffs and Class Members were unaware of these omitted material facts and
25 would not have acted as they did if they had known of the concealed and/or suppressed facts, in
26 that they would not have purchased or leased their Class Vehicles or would have paid less for
27 them. Plaintiffs and Class Members' actions were justified. GM was in exclusive control of the
28 material facts and such facts were not known to the public, Plaintiffs, or Class Members.

1 204. Because of the concealment and/or suppression of the facts, Plaintiffs and Class
2 Members sustained damages because they negotiated and paid value for the Class Vehicles not
3 considerate of the AC System Defect that GM failed to disclose, and they paid for temporary
4 repairs and equally defective replacement parts to attempt to remedy the Defect. Had they been
5 aware of the concealed Defect that existed in the Class Vehicles, Plaintiffs and Class Members
6 would have paid less for their Vehicles or would not have purchased or leased them at all.

7 205. Accordingly, GM is liable to Plaintiffs and Class Members for damages in an
8 amount to be proven at trial.

9 206. GM's acts were done maliciously, oppressively, deliberately, with intent to
10 defraud, and in reckless disregard of Plaintiffs' and Class Members' rights and well-being to
11 enrich GM. GM's conduct warrants an assessment of punitive damages in an amount sufficient to
12 deter such conduct in the future, which amount is to be determined according to proof.

13 **SEVENTH CAUSE OF ACTION**

14 **(Unjust Enrichment)**

15 207. Plaintiffs incorporate by reference each allegation set forth in the preceding
16 paragraphs.

17 208. GM has been unjustly enriched by Plaintiffs and Class Members
18 purchasing/leasing Class Vehicles from GM and purchasing replacement parts and services from
19 GM that Plaintiffs and Class Members would not have purchased/leased but for GM's misconduct
20 alleged above with respect to the AC System Defect.

21 209. Plaintiffs and Class Members unknowingly conferred a benefit on GM of which
22 GM had knowledge, since GM was aware of the defective nature of the Class Vehicles' AC
23 Systems, but failed to disclose this knowledge and misled Plaintiffs and Class Members regarding
24 the nature and quality of the Class Vehicles while profiting from this deception.

25 210. The circumstances are such that it would be inequitable, unconscionable, and
26 unjust to permit GM to retain the benefit of profits that it unfairly obtained from Plaintiffs and
27 Class Members. These profits include the premium price Plaintiffs and the Class paid for the
28

1 Class Vehicles and the cost of the parts and services bought from GM to temporarily fix AC
2 System.

3 211. Plaintiffs and Class Members, having been damaged by GM's conduct, are entitled
4 to recover or recoup damages as a result of the unjust enrichment of GM to their detriment.

5 **RELIEF REQUESTED**

6 212. Plaintiffs, on behalf of themselves, and all others similarly situated, request the
7 Court to enter judgment against GM, as follows:

- 8 a. an order certifying the proposed Class, designating Plaintiffs as named
9 representatives of the Class, and designating the undersigned as Class Counsel;
- 10 b. a declaration that the AC Systems in the Class Vehicles are defective;
- 11 c. a declaration that GM is financially responsible for notifying all Class
12 Members about the defective nature of the Class Vehicles;
- 13 d. an order enjoining GM from further deceptive distribution, sales, and lease
14 practices with respect to the Class Vehicles;
- 15 e. an order requiring GM to permanently repair the Class Vehicles, within a
16 reasonable time period and at no cost to Class Members, so that they no longer possess the AC
17 System Defect;
- 18 f. an award to Plaintiffs and Class Members of compensatory, exemplary,
19 and statutory damages, including interest, in an amount to be proven at trial;
- 20 g. a declaration that GM must disgorge, for the benefit of Plaintiffs and Class
21 Members, all or part of the ill-gotten profits it received from the sale or lease of the Class
22 Vehicles, or make full restitution to Plaintiffs and Class Members;
- 23 h. an award of attorneys' fees and costs, under Cal. Code Civ. Proc. § 1021.5,
24 15 U.S.C. § 2310(d)(1), and as otherwise allowed by law;
- 25 i. an award of pre-judgment and post-judgment interest, as provided by law;
- 26 j. leave to amend this Complaint to conform to the evidence produced at trial;
- 27 and
- 28 k. such other relief as may be appropriate under the circumstances.

DEMAND FOR JURY TRIAL

213. Pursuant to Federal Rule of Civil Procedure 38(b), Plaintiffs demand a trial by jury of any and all issues in this action so triable of right.

Dated: October 12, 2017

Respectfully submitted,

By: _____

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EXHIBIT A

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UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

RYAN JENKINS and YAMET
GARCIA, on behalf of themselves
and all others similarly situated,

Plaintiffs,

vs.

GENERAL MOTORS COMPANY,

Defendant.

Case No. _____

**DECLARATION OF RYAN
JENKINS IN SUPPORT OF FILING
CLASS ACTION COMPLAINT IN
THE NORTHERN DISTRICT OF
CALIFORNIA PURSUANT TO CAL.
CIV. CODE § 1780(d)**

I, Ryan Jenkins, under penalty of perjury, do hereby state as follows:


1. I am over the age of eighteen (18), and a Named Plaintiff and proposed Class Representative in the above-entitled action. This Declaration, which is based on my personal knowledge of the facts stated herein, is submitted in support of the Class Action Complaint filed concurrently herewith, pursuant to Cal. Civ. Code § 1780(d).

2. As Named Plaintiff, I bring this action for money damages, equitable relief, and restitution on behalf of myself and all similarly situated individuals and entities who were harmed by the practices described in the Complaint.

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3. As detailed in the Complaint, General Motors Company does business in the Northern District of California, and some of the transactions at issue in this litigation occurred within the Northern District of California.

I declare that the foregoing is true and correct. Executed in Antioch, California on October 11, 2017.



RYAN JENKINS

EXHIBIT B

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UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

RYAN JENKINS and YAMET
GARCIA, on behalf of themselves
and all others similarly situated,

Plaintiffs,

vs.

GENERAL MOTORS COMPANY,

Defendant.

Case No. _____

**DECLARATION OF YAMET
GARCIA IN SUPPORT OF FILING
CLASS ACTION COMPLAINT IN
THE NORTHERN DISTRICT OF
CALIFORNIA PURSUANT TO CAL.
CIV. CODE § 1780(d)**

I, Yamet Garcia, under penalty of perjury, do hereby state as follows:

1. I am over the age of eighteen (18), and a Named Plaintiff and proposed Class Representative in the above-entitled action. This Declaration, which is based on my personal knowledge of the facts stated herein, is submitted in support of the Class Action Complaint filed concurrently herewith, pursuant to Cal. Civ. Code § 1780(d).

2. As Named Plaintiff, I bring this action for money damages, equitable relief, and restitution on behalf of myself and all similarly situated individuals and entities who were harmed by the practices described in the Complaint.

EXHIBIT C

**Lieff
Cabraser
Heimann &
Bernstein**
Attorneys at Law

Lieff Cabraser Heimann & Bernstein, LLP
250 Hudson Street, 8th Floor
New York, NY 10013-1413
t 212.355.9500
f 212.355.9592

October 5, 2017

Annika K. Martin
Partner
akmartin@lchb.com

BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED

Craig Glidden
Executive Vice President &
General Counsel, Legal and Public Policy
GENERAL MOTORS COMPANY
300 Renaissance Center
Detroit, Michigan 48265

CT Corporation System
818 W 7th Street, Suite 930
Los Angeles, CA 90017
*Registered Agent for Service of Process on General
Motors Company*

RE: GM Vehicles' Defective Air Conditioning Systems

Dear Counsel:

We are writing on behalf of California residents Ryan Jenkins, who owns a 2014 GMC Sierra, and Yamet Garcia, who owns a 2015 Chevrolet Silverado, and others similarly situated (the "Class") to notify you that they have experienced failure of their vehicles' air conditioning systems that we believe is due to defect that causes the air conditioning systems to leak coolant, lose pressure, and ultimately fail to function (the "AC System Defect"). The apparently-defective AC Systems are evidently used in a variety of GM vehicles, including, but not limited to, 2015-2017 Cadillac Escalades, 2014-2016 Chevrolet Silverados, 2015-2017 Chevrolet Suburbans, 2015-2017 Chevrolet Tahoes, 2014-2016 GMC Sierras, and 2015-2017 GMC Yukons (the "Subject Vehicles").

Upon information and belief, this Defect was and is well known to GM. Accordingly, it appears that GM knowingly manufactured and sold certain models of GM vehicles with defectively designed AC Systems. Mr. Jenkins and Mr. Garcia further allege that GM knew that replacing failed AC System parts with the same defectively designed parts would result in repeated AC System failures on the same vehicle. As a result of the failure of their GM vehicles' defectively designed AC Systems, Mr. Jenkins, Mr. Garcia, and the Class have had to choose between paying out of pocket to (apparently only temporarily) repair their vehicles' AC Systems or uncomfortably and unsafely drive around without a functional AC System.

GM's conduct apparently constitutes violations of applicable express and implied warranties, as well as California's Unfair Competition Law, Cal. Bus. & Prof. Code §§ 17200, *et seq.*, which prohibits acts of "unfair competition" and the California Consumer Legal Remedies Act ("CLRA"), Cal. Civ. Code §§ 1750 *et seq.*

General Motors Company

October 5, 2017

Page 2

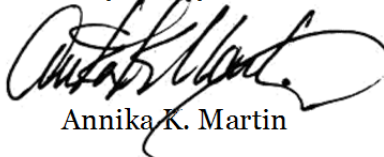
Mr. Jenkins, Mr. Garcia, and the Class have all suffered actual damages as a result of GM's conduct, including but not limited to, the cost of repairs to the defective AC Systems and purchasing a vehicle that they would not have purchased, or would have paid less for, had GM not concealed the Defect from them prior to purchase or lease.

Mr. Jenkins and Mr. Garcia, on behalf of themselves and the Class, hereby request that within thirty (30) days of receiving this letter, GM agree to correct, repair, replace, or otherwise permanently rectify the defective AC Systems at no cost, as well as agree to reimburse Mr. Jenkins, Mr. Garcia, and all Class members for any associated out-of-pocket expenses they have incurred due to the AC System Defect. Unless these actions, as requested above, occur within the thirty-day timeframe, we intend to file a class claim for damages and attorneys' fees under the CLRA.

Please contact me if you have any questions regarding this notice or the issues raised herein.

Thank you.

Very truly yours,

A handwritten signature in black ink, appearing to read "Annika K. Martin", written in a cursive style.

Annika K. Martin

AKM/wp

CIVIL COVER SHEET

The JS-CAND 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved in its original form by the Judicial Conference of the United States in September 1974, is required for the Clerk of Court to initiate the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

I. (a) PLAINTIFFS

RYAN JENKINS and YAMET GARCIA

(b) County of Residence of First Listed Plaintiff Contra Costa (EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number) Jonathan D. Selbin, Lieff, Cabraser, Heimann & Bernstein, 275 Battery Street, 29th Floor, San Francisco, CA 94111, 415-956-1000

DEFENDANTS

GENERAL MOTORS COMPANY

County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.

Attorneys (If Known)

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

- 1 U.S. Government Plaintiff 2 U.S. Government Defendant 3 Federal Question (U.S. Government Not a Party) 4 Diversity (Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

Table with columns for Plaintiff (PTF) and Defendant (DEF) citizenship: Citizen of This State, Citizen of Another State, Citizen or Subject of a Foreign Country, Incorporated or Principal Place of Business In This State, Incorporated and Principal Place of Business In Another State, Foreign Nation.

IV. NATURE OF SUIT (Place an "X" in One Box Only)

Large table with categories: CONTRACT, REAL PROPERTY, TORTS, CIVIL RIGHTS, PRISONER PETITIONS, HABEAS CORPUS, OTHER, FORFEITURE/PENALTY, LABOR, IMMIGRATION, BANKRUPTCY, SOCIAL SECURITY, FEDERAL TAX SUITS, OTHER STATUTES.

V. ORIGIN (Place an "X" in One Box Only)

- 1 Original Proceeding 2 Removed from State Court 3 Remanded from Appellate Court 4 Reinstated or Reopened 5 Transferred from Another District (specify) 6 Multidistrict Litigation-Transfer 8 Multidistrict Litigation-Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity): 28 U.S.C. § 1332(d)

Brief description of cause: This is a claim relating to defective air conditioners

VII. REQUESTED IN COMPLAINT:

CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, Fed. R. Civ. P. DEMAND \$ CHECK YES only if demanded in complaint: JURY DEMAND: Yes No

VIII. RELATED CASE(S), IF ANY (See instructions):

JUDGE DOCKET NUMBER

IX. DIVISIONAL ASSIGNMENT (Civil Local Rule 3-2)

(Place an "X" in One Box Only) SAN FRANCISCO/OAKLAND SAN JOSE EUREKA-MCKINLEYVILLE

DATE 10/12/2017

SIGNATURE OF ATTORNEY OF RECORD

s/ Jonathan D. Selbin

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: [Full of Hot Air: Lawsuit Accuses GM of Failing to Disclose and Address Problems with Cars' AC Systems](#)
