



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

2005 JAN 14 AM 1:26

1011158

January 3, 2005

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: **File 446541** (Refer to this number when contacting our agency)

JANESVILLE WI

Dear Sir/Madam:

I received a complaint from _____ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Jeanne Kvistad and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

NAAR
204
1/18/05

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

From:

Sent: Thursday, December 30, 2004 1:59 PM

To: datcpHotline@datcp.state.wi.us

Subject: letter to consumer protection 010205

Department of Agriculture, Trade and Consumer Protection

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisements, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) _____

(circle one) (first) (middle) (last)

Home Phone: () _____ Work Phone: () _____ ext. _____ Email: _____

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time:

Address: _____

City: Janesville State: WI Zip _____ County: Rock _____

2. What business is your complaint against?

Name of business or repair shop: Saturn

Corporation _____

Address: PO Box: 1500 _____

City: Spring Hill State: TN Zip _____ County: Unknown _____

Name of person _____

Phone: () 800-553-6000 you talked to: Janet Harrison Title: Area

Manager _____

Information about your complaint

3. Date of transaction: Month: November Day: 22 Year: 2004

4. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older 45

5. Type of vehicle involved: Make: Saturn Model: SC1 Year: 2000

VIN#: 1G8ZN1282YZ

6. At the time of the repair, was the vehicle covered by a salvage certificate? No Yes No

7. How did you deliver your vehicle to the shop? Drove it in It was towed It was towed and I was along

8. What repairs did you ask the shop to do? Determine source of leak and repair

leak

9. Were instructions written on the original repair order? Yes Yes No

No

10. How did you first order the repairs? By telephone In person, by speaking to a shop representative

By written instructions Other, explain _____

11. Did you receive a price estimate before the work was started? Yes Yes No

No

If yes: List amount of estimate \$ 2,200.00

Was the estimate written on the original repair order? Yes Yes No

Did you sign the estimate section of the work order? No Yes No

12. Did you receive a copy of the original repair order before repairs were started? (enclose copy if available) Yes No

13. Were additional repairs performed? No Yes No

If yes: List the additional repairs: _____

Did the shop provide a new total estimate for all repairs? not applicable Yes No

Did you approve the additional repairs? NA Yes No

How did you approve? By phone In person

14. In your opinion, did the shop: Recommend repairs that were not needed? Yes No

Make repairs without permission? Yes No

Force you to pay for repairs that were done without your permission? Yes No

Fail to return replaced parts upon request? Yes No

Charge for repairs that were not made? Yes No

Charge for repairs that were not needed? Yes No

Fail to perform the repairs in a satisfactory manner? Yes No

Refuse to honor a written guarantee? Yes No

IMPORTANT: More questions on the back page (over) *Revised 10/2004 CP-2 (500)*

Motor Vehicle Repair

15. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? Yes No
16. List the amount of the final repair bill: \$ 2,248.41 (excluding sales tax and towing)
17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (enclose copy if available) Yes No
18. Did you contact the business _____ Yes When? _____ What happened?
about your complaint? _____ No _____
19. Have you filed this complaint _____ Yes Agency name? _____ What happened?
with another agency? _____ No _____
20. Have you contacted a _____ Yes Have you started _____ Yes
private attorney? _____ No court action? _____ No
21. Describe your complaint in detail. (Please provide two copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary.

The 2000 Saturn, 48,000 miles, leaked a purple fluid. I contacted Saturn to find out if there was any documented transmission problems with this vehicle. I also asked if Saturn stood behind their four year old vehicles with transmission problems. I was told that until they knew what the problem was, they couldn't say. They did suggest that I have the car towed to an authorized Saturn dealership. I explained that the closest Saturn dealership was in Madison, WI. I asked if by having the vehicle towed an hour to Madison, would the repairs be covered by Saturn? I was told nothing could be decided until after the vehicle was repaired. At this point, I asked if the towing to Madison would be covered by Saturn? Nikki, Saturn CS, told me no, until the car is repaired and the repair cost is known, Saturn wouldn't commit. I told her I felt like this possible repair coverage was a gamble, tow the car an hour and chance that Saturn covers the repairs. I asked what my chances were that Saturn would cover the charges and she again stated that until the car was repaired, nothing was concrete.

Since there is no Saturn dealership in Janesville, I contacted a reputable transmission repair shop in Janesville. This shop, Denny's Transmission LLC, has been in Janesville over 30 years. The shop owner suggested towing the vehicle, 8 miles to his shop, rather than driving it in and possibly causing more damage. The shop's determination was that the transmission was no good. What caused the leaking was the case around the transmission cracked. He suggested that I take pictures to send to Saturn which I did. The shop's estimate to fix the transmission, labor and parts, was 2,200.00.

I contacted Saturn with this information. At this point, I talked to Crystal. She suggested I contact the Saturn dealership in Madison to see if they could "help". I asked what she meant by help and she said maybe they could get the transmission, suggest alternatives etc. I spoke with Doug Strode, Service Manager for the Madison Saturn Dealership. He said he couldn't "help" with anything without the car at the dealership. I asked if by towing it to Madison, would the repairs be covered or even considered? He stated that he couldn't determine that without the car in Madison. I was very frustrated at this point, tow the car to Madison and hope Saturn helps or leave it at a local shop and hope Saturn helps with the repair costs? Doug Strode did offer to get the transmission, parts only, at wholesale. He stated this would be \$2,700.00 alone! Out of frustration, I contacted Saturn customer service again. I wanted to know if towing the car to Madison was the only way Saturn would back their product? I felt I was being penalized because there is no Saturn dealership in Janesville. I also said towing the car would be a gamble because Saturn wouldn't commit to anything and the car was already at a reputable dealership where the entire transmission would be repaired, parts and labor, for less than Saturn would have charged for the transmission alone! The person I spoke with asked if I had any friends that could tow the car with a strap or car hauler for me? I couldn't believe it, tow the car an hour myself on the highway to chance that maybe Saturn would help???

Once the car was repaired, I faxed the invoice to Saturn. I also emailed the pictures of the transmission case and the inside and outside of the car to show that the car is in good shape. At this point, an area manager was assigned to my case. The area manager, Janet Harrison, told me her hands were tied and that Saturn couldn't help with the repair fees because they didn't do the work. She also couldn't open the email with the pictures so she suggested I talk to Doug Strode, Madison Saturn Service Manager, to get his opinion of the crack. Doug told me he couldn't authorize anything with these repairs because they weren't done by an authorized Saturn dealership. He referred me back to Janet Harrison. Janet said that if Doug Strode wouldn't authorize the repairs, there was nothing she could do to help with the repair costs! I felt and feel trapped by Saturn, with no commitment from Saturn to help and having the car repaired in Janesville rather than paying to have it towed to Madison, that I am being penalized because there is no Saturn dealership in Janesville. By being vague and non committal, they are not standing behind their product.

22. How do you feel your complaint should be resolved? (please be specific) _____ I would like Saturn to own up to this problem by offering some help to defray the costs of an inferior product. A cracked case is not something that can be done by driving the car erratically; this is caused by poor workmanship and product.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party

complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.
The above information is true and accurate to the best of my knowledge.

Your signature: _____ Date: _____

Return this form to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE SOUTHEAST REGIONAL OFFICE NORTHEAST REGIONAL OFFICE SOUTHWEST REGIONAL OFFICE

3610 Oakwood Hills Pkwy 10930 W Potter Rd Ste C 200 N Jefferson St Ste 145A PO Box 8911
Eau Claire WI 54701 Milwaukee WI 53226-3450 Green Bay WI 54301 Madison WI 53708-8911

(715) 839-3848 (414) 266-1231 (920) 448-5110 (608) 224-4960

FAX: (715) 839-1645 FAX: (414) 266-1235 FAX: (920) 448-5118 FAX: (608) 224-4963

(800) 422-7128

FAX: (608) 224-4939 TDD: (608) 224-5058

EMAIL: datcpHotline@datcp.state.wi.us WEBSITE: <http://www.datcp.state.wi.us/>