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ATTORNEY GENERAL OF MISSOURI

2005 FEB -7 PM 8:52

JEFFERSON CITY

65102

January 27, 2005

JAY NIXON
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

Kansas City, MO

RE: Complaint No. CF-2004-15452

Heartland Chevrolet

Dear

Thank you for contacting the Missouri Attorney General's Office, Consumer Protection Division. This office does not have jurisdiction to handle your matter. Therefore, your inquiry was forwarded to the National Highway Traffic Safety Administration, 400 7th Street, S.W., Room 2318, Washington, D.C. 20590. If we can be of assistance in the future, please do not hesitate to contact our Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.moago.org.

Sincerely,

JEREMIAH W. (JAY) NIXON
Attorney General

Patricia L. Bax

Patricia L Bax
Complaint Investigator
Consumer Protection Division

*George Larson
2/10/05*

Consumer Complaint Form



RETURN TO: Attorney General's Office
P.O. Box 1899
Jefferson City, MO 65109

Missouri Attorney General
Jeremiah W. (Jay) Nixon

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER

YOUR NAME MR. MRS. MS. _____
LAST FIRST MI

ADDRESS _____
CITY STATE ZIP COUNTY
K.C. MO Clay

HOME PHONE _____ WORK PHONE () _____ E-MAIL _____

COMPANY

MY COMPLAINT IS AGAINST Heartland Chevrolet

ADDRESS 501 N 291 Hwy Liberty MO 64068 Clay
STREET CITY STATE ZIP COUNTY

PHONE (816) 781 3500 WEB SITE _____ E-MAIL _____

PERSON YOU DEALT WITH _____
NAME TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED 2004 Malibu Maxx

DATE OF TRANSACTION/PURCHASE 7 5 04 AMOUNT PAID \$ 17,490.75
(For example: 05 01 00) MONTH DAY YEAR

HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? Ti Green (Chevrolet Customer Service) Assistance Center 1-866-942 4368

PAYMENT

PAYMENT METHOD CASH CREDIT CARD DEBIT CARD LOAN LAY-AWAY CHECK OTHER

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? YES NO

Copies of any documents produced for payment must be returned with this complaint form.

15452

RECEIVED
OCT 20 2004
MO. ATTORNEY GENERAL

BRIEFLY EXPLAIN YOUR COMPLAINT

When I bought my car I was not informed of the two recalls 04027 and 04030. I had called the assistance center regarding the dipstick being different than the owners manual. The person I was talking to asked if I knew my car had two recalls on it. I did not know and was shocked to find out the recall came out two months before I bought my car. I know there were other Malibu Maxx sold after mine. I am very concerned if the owners like me are not being notified by the dealership as I was not or other dealerships as well.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

I do not know how to get General Motors attention as to how many dealerships sold 2004 cars and owners not being notified of recalls that could cost lives.

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

- REFUND
 REPAIR
 DELIVER PRODUCT
 PERFORM SERVICE
 REPLACE/TRADE

OTHER Get General Motors to get dealerships to let people know the cars need fixed or fix them before they sell the cars at the dealership to people.

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

- NO
 YES

NAME OF ANY AGENCY CONTACTED _____

AGENCY ADDRESS _____

