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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

2005 FEB 16 AM 4:33

ELLIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General in Charge
Consumer Frauds and Protection Bureau

February 4, 2005

Lockport, NY

Our File Number: 2005-468448
Company: General Motors

Dear

On behalf of Attorney General Elliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*ana mami
2/17/05*



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
 120 Broadway, 3rd Floor
 New York, NY 10271-0332
 Tel (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
 1 (800) 771-7755 TDD (800) 788-9898

<http://www.oag.state.ny.us>

RECEIVED BY
CONSUMER FRAUDS BUREAU

FEB 02 2005

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

ATTORNEY GENERAL'S OFFICE
NEW YORK CITY OFFICE

CONSUMER

LOCKPORT, NY			HOME TELEPHONE NUMBER 716-433-0814		
			BUSINESS TELEPHONE NUMBER		
COUNTY		STATE	ZIP		

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES GENERAL MOTORS			NAME OF OTHER SELLER OR PROVIDER OF SERVICES		
STREET ADDRESS			STREET ADDRESS		
CITY/TOWN		STATE	CITY/TOWN		STATE ZIP
TELEPHONE NUMBER			TELEPHONE NUMBER		
DATE OF TRANSACTION		COST OF PRODUCT OR SERVICE \$		HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT? ☐ Yes ☐ No		WHERE DID YOU SIGN THE CONTRACT?		DATE SIGNED	
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☐ No		WHERE WAS IT ADVERTISED?		DATE ADVERTISED	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) ELECTRICAL PROBLEM WITH FUEL PUMP					
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL ☒ By Mail ☐ By Telephone ☐ In Person			PERSON CONTACTED PUBLIC RELATIONS		JOB TITLE
NATURE OF RESPONSE NOTHING WILL OR CAN BE DONE					DATE OF RESPONSE 1/27/05
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No NHTSA 400 7th ST. SW WASHINGTON DC					
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No					
ADDITIONAL INFORMATION					
MANUFACTURER OF PRODUCT				PRODUCT MODEL OR SERIAL NUMBER	
ADDRESS				WARRANTY EXPIRATION DATE	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☐ No					

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

PLEASE SEE ATTACHED WITH PHOTOS.

LOCKPORT, NY

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) FIX PROBLEM SO

NO ONE GETS KILLED, PAY FOR REPAIR

WHO REFERRED YOU TO THIS OFFICE? NO ONE

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: _____

Date: 01/29/05

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

LOCKPORT, N.Y.

January 29, 2005

ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 BROADWAY, 3RD FLOOR
NEW YORK, NY 10271-0332

To whom it may concern;

In November my wife had a problem with her 1996 GMC Safari Van not starting.

The Mechanic found the fuel pump to not be pumping fuel. Upon retrieving the fuel pump from the gas tank, he found it to have suffered severe electrical damage. Can you imagine having that pump in your gas tank with all of the generated heat and electrical arcing? The actual failure was not that the pump quit but because it generated enough heat to melt the hose coming from the pump alongside the connection. I know you can not have an explosion or fire without oxygen but what if my wife had lost the gas cap, or forgot to put it on after fueling. Or God forbid had tried to gas up while leaving the van running.

Accompanying this you will find a copy of the letter and the photos that I sent to GM. We received an answer a few days ago. Their answer as to how they will solve this possibly fatal problem is to give it file # 1-305942154. This is all they can do because the van is well out of its 36,000 mile warranty. It is no longer a concern of theirs. By the way it had about 103,000 miles on it at that time. My wife will not drive it any longer and I have about 106,700 miles on it now.

I did not ask for restitution although it would have been a nice gesture on their part.

What I want is for the problem to be fixed before someone is killed or seriously injured, and this does not seem to be a concern of theirs at all.

I appreciate anything you can do to get them to rectify this problem.

Sincerely,

LOCKPORT, N.Y.

January 05, 2005

General Motors Public Relations
P.O.Box 200
200 Renaissance Center
Detroit Michigan 48265

To whom it may concern:

Accompanying this letter you will please find a photograph that was taken of the fuel pump that came out of our 1996 GMC Safari Van.

The Van has only 100,000 miles on it. Which does not seem like much when they say you can go that far without a tune up. The fuel filter was also changed when we had to have a rebuilt engine put into it after only 87,000 miles. The main bearing was shot.

I certainly did not expect a life threatening problem like this with a General Motors product, and I am writing to see what you may plan to do about this problem. It seems there should be something in the system like a fuse that would blow long before this could happen.

I am going to wait 30 days to see if you really care about your customers before contacting the attorney generals office and others.

Sincerely,





