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STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER  
Attorney General

REGIONAL OFFICE DIVISION  
POUGHKEEPSIE REGIONAL OFFICE

February 9, 2005

[REDACTED]  
Glenford, NY [REDACTED]

Our File Number: **2005--469020**  
Company: 2005 Chevrolet Equinox

Dear [REDACTED]

On behalf of Attorney General Eliot 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 writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Mark T. Hoops  
Bureau of Consumer Frauds  
and Protection

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

*M. Hoops*  
3/3/05

001A/04 R-451

469020



ATTORNEY GENERAL ELIOT SPITZER  
STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL  
BUREAU OF CONSUMER FRAUDS AND PROTECTION  
235 Main Street  
Poughkeepsie, NY 12601-3194  
Tel. (845) 485-3920 Fax (845) 452-3303

COMPLAINT FORM

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

RECEIVED  
NYS OFFICE OF THE ATTORNEY GENERAL  
FEB 04 2005  
TO CONSUMER FRAUDS  
POUGHKEEPSIE DISTRICT

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.

CONSUMER

YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
Glenford	ULSTER	N.Y.	

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
2005 Chevrolet Equinox			
STREET ADDRESS		STREET ADDRESS	
CITY/TOWN	STATE	ZIP	CITY/TOWN
TELEPHONE NUMBER		TELEPHONE NUMBER	
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)	
	\$	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other	
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
<input type="checkbox"/> Yes <input type="checkbox"/> No			
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
<input type="checkbox"/> Yes <input type="checkbox"/> No			

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE
<input checked="" type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person	SEE ATTACHMENT SEVERAL	

NATURE OF RESPONSE	DATE OF RESPONSE

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)

Yes    No

IS COURT ACTION PENDING? (Please describe as necessary)

Yes    No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT	PRODUCT MODEL OR SERIAL NUMBER
GM	VIN# 2CN0L73F8
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. I WOULD LIKE TO KNOW THE DISPOSITION  
OF CLAIM NUMBER 486788 FROM G.M. AND GM HAS NOT GOT  
BACK TO ME. See ATTACHMENTS.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) INFORMATION  
REGARDING CLAIM NUMBER 486788

WHO REFERRED YOU TO THIS OFFICE? STATE ASSEMBLY MAN KEVIN CAVILL

**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: 02/03/05

**HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?**

Return to: **Office of the Attorney General**  
**Bureau of Consumer Frauds and Protection**  
**235 Main Street**  
**Poughkeepsie, NY 12601-3194**

From: [REDACTED]  
 To: "Kevin I State Assemblyman Cahill" <cahillk@assembly.state.ny.us>  
 Sent: Wednesday, January 26, 2005 11:21 AM  
 Subject: Your help

Dear Mr. Cahill

I'm writing to ask for your help in obtaining information from General Motors on an ongoing problem.

On October 01 2004 I had a terrible accident with my brand new 2005 Chevy Equinox, V.I.N. number 2CNDL73F858038625. No other car was involved. I was backing into my car port and had stopped to check the distance between the car and the back wall. I needed to go back another two feet or so but, when I pressed on the accelerator the car lunged backward knocking down the back wall and it ended up down a bank against a large tree. I'm including pictures under separate cover. The car accelerated so fast that I felt like I was in a rocket. I applied the brakes, but there was no stopping the car. Fortunately I was not injured. The car was totaled by the insurance Company and I was completely satisfied with the settlement.

I feel that what happened was caused by a malfunction of some kind so I contacted GM. After several e mails Diane Evans a Claims manager from GM contacted me by phone on 10/21/04 to say that she assigned Claim Number 488788 to the car. A few days later she left a phone message saying that she couldn't locate the car so she couldn't do anything. I managed to locate the car at the Insurance Companies storage building and notified Ms. Evans. I received another phone message from Ms. Evans saying that she couldn't locate the car. Once again I located the car and notified Ms. Evans that it was sold at auction to Henry K Auto Sales in Utica, N.Y. (315-733-0060). A day or so later I received a call from the owner of Henry K Auto Sales. He wanted to know what was wrong with the car. I did tell him that I felt that what happened was likely caused by a malfunction of some kind. I tried to contact Diane Evans several times and was not successful so I ended up speaking with Greg Thresher at G.M. That was on 11/29/04. I ask him to please forward the disposition of claim number 488788. He said that he would check with Diane Evans and get back to me via e mail. I gave him my e mail address. As of this writing I have not heard from GM since that phone conversation. Obviously I feel that I have been getting nothing but the old well known run around.

I was going to give up on the problem with GM admitting to myself that this problem was too big for me to handle. To this day it bothers me because I am deeply concerned that if in fact there was some kind of malfunction with the 2005 Chevy Equinox the same thing could happen to someone else that could possibly cause serious injury or even death. Thank you.

[REDACTED]  
 Glenford, N.Y.

P.S. If you check you will find that I'm enrolled as a Republican in the Town of Hurley, but I want you to know that I have always voted for you and the Democratic Party for many years.

SAMPLE EMAIL

[REDACTED]

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From: [REDACTED] <[REDACTED]@chevrolet.com>  
To: [REDACTED]  
Sent: Monday, November 22, 2004 12:10 PM  
Subject: RE: Chevrolet Other

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate you taking the time to write us in regards to our 2005 Chevrolet Equinox.

Please consider this confirmation of our receipt of your email. In addition, I have added the information you provided to request number 1-264398743, and sent a notification to the Customer Relationship Manager who is assisting you, Lara Dubose, on your behalf.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Cheri Denton  
Customer Relationship Manager  
Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmlink.com/main/US/en/gm/home?cmp=occalctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Chevrolet.

#Subject=Re: Re: 1-4HAMDJ

-----Original Message-----  
From: [REDACTED]  
Sent: 11/18/04 8:00:13 PM  
To: [cac@chevrolet.com](mailto:cac@chevrolet.com)  
Subject: Re: Re: 1-4HAMDJ

I'm sorry, but I cannot except your information indicating that you sent request number 1-264398743 to Ms. Lara Dubose because this is no different then the two listed below.

Please forward the e mail address of a higher manager.  
Thank you.

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2/2/2005

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate you taking the time to write us for an update on your Chevrolet Equinox.

Please consider this confirmation of our receipt of your email. In addition, I have added the information you provided to request number 1-264398743, and sent a notification to Lara Dubose on your behalf.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

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Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate your response to Ms. Butler's email.

Please consider this confirmation of our receipt of your email. I have added the information you provided to request number 1-264398743, and sent a notification to Ms. Lara Dubose on your behalf.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

— Original Message —

From: <cac@chevrolet.com>

To: [REDACTED]

Sent: Thursday, November 18, 2004 5:50 AM

Subject: RE: Re: 1-4HAMDJ

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Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate your response to Ms. Butler's email.

Please consider this confirmation of our receipt of your email. I have added the information you provided to request number 1-264398743, and sent a notification to Ms. Lara Dubose on your behalf.

If you should need to contact us in the future, simply reply to this message

or call our Chevrolet Customer Assistance Center at 1-800-222-1020.  
Customer Relationship Managers are available Monday through Friday from 8:00  
a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

**Eb Theodore**  
Customer Relationship Manager  
Chevrolet Customer Assistance Center

#Subject=Re: 1-4HAMDJ

—Original Message—

From: [REDACTED]  
Sent: 11/15/04 4:53:35 PM  
To: [cac@chevrolet.com](mailto:cac@chevrolet.com)  
Subject: Re: 1-4HAMDJ

Dear Ms. Butler,  
Since yours was my last e mail from Chevrolet ( dated 10/27/04 ) I'm writing  
to ask the status of the investigation regarding the 2005 Equinox accident.  
The only other contact that I've had were several phone calls from Diane  
Evans to tell me that she couldn't locate the vehicle. I've located the  
vehicle twice for her and I haven't heard a thing since. I would appreciate  
it if you or Diane Evans would e mail the latest status of the subject car's  
investigation so I would have a record of the investigation. My e mail  
address is [REDACTED]. Thank you  
[REDACTED]

— Original Message —

From: <[cac@chevrolet.com](mailto:cac@chevrolet.com)>  
To: [REDACTED]  
Sent: Wednesday, October 27, 2004 3:53 AM  
Subject: FW: 1-4HAMDJ

Dear [REDACTED],

Thank you for contacting the Chevrolet Customer Assistance Center. Your  
request is being handled by our Business Resource Center. If you would like  
to reach them immediately, please contact them directly at 1-800-231-1841.  
The extension for the Customer Relationship Manager handling your concern is  
58606. We have entered your comments into your request number 1-264398743,  
and sent notification that you have contacted us.

If you should need to contact us in the future, simply reply to this message

2/2/2005

or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Kathy Butler  
Customer Relationship Manager  
Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmink.com/main/US/en/gm/home?source=occallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Chevrolet.

Originating Email Address [REDACTED]  
#Subject=Re: My Car

-----Original Message-----  
From: [REDACTED]  
Sent: 10/25/04 1:39:41 PM  
To: [cac@chevrolet.com](mailto:cac@chevrolet.com)  
Subject: Re: My Car

Dear Mr. Vetch;  
Can I expect to hear from Lara Dubose? I'm deeply concerned about the safety of the Equinox that I was driving when the accident occurred. Thank you.

----- Original Message -----  
From: <[cac@chevrolet.com](mailto:cac@chevrolet.com)>  
To: [REDACTED]  
Sent: Sunday, October 24, 2004 8:15 AM  
Subject: RE: My Car

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate you taking the time to write us for an update on your Chevrolet Equinox.

Please consider this confirmation of our receipt of your email. In addition,

2/2/2005

I have added the information you provided to request number 1-264398743, and sent a notification to Lara Dubose on your behalf.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Tom Vetsch  
Customer Relationship Manager  
Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmlink.com/main/US/en/gm/home?source=occalctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Chevrolet.

#Subject=My Car

—Original Message—  
From: [REDACTED]  
Sent: 10/21/04 9:54:48 AM  
To: [cac@chevrolet.com](mailto:cac@chevrolet.com)  
Subject: My Car

This is in reference to file number 1-264398743. Because I felt that a malfunction of the 2005 Equinox caused the accident I would like to know if my car is being checked out to see what caused the accident.  
Thank you.



