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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
Rochester Regional Office

June 21, 2005

[Redacted]
Sodus, NY [Redacted]

10128047

Re: Our File Number: [Redacted]
Company: GM

Dear Ms. [Redacted]

On behalf of Attorney General Eliot Spitzer, we are 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. We 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,

Sabah-un-nasr Munawar

Sabah-un-nasr Munawar, Mediator
Consumer Frauds and Protection Bureau

Enclosures

cc: Center for Auto Safety
Suite 330
1825 Connecticut Avenue
Washington, DC 20009-5708

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

*One more
4/20/05*



ATTORNEY GENERAL ELIOT SPITZER
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 144 Exchange Boulevard
 Rochester, NY 14614-2176

Complaint Form
 Consumer Hotline: (800) 771-7755
 Local Office: (585) 327-3240
 Fax: (585) 546-7514
 Website: <http://www.oag.state.ny.us>
 Office of the Attorney General

RECEIVED
 MAY 13 2005

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

CONSUMER

YOUR NAME: [REDACTED] HOME TELEPHONE NUMBER: [REDACTED]

STREET: [REDACTED] BUSINESS TELEPHONE NUMBER: *Same*

CITY/TOWN: *Sodus, New York* COUNTY: *Wayne* STATE: [REDACTED] ZIP: [REDACTED]

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES: *VJM Enterprises* NAME OF OTHER SELLER OR PROVIDER OF SERVICES: [REDACTED]

STREET ADDRESS: *Rte. 104* STREET ADDRESS: [REDACTED]

CITY/TOWN: *Williamson* STATE: *N.Y.* ZIP: *14584* CITY/TOWN: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

TELEPHONE NUMBER: *No longer in business* TELEPHONE NUMBER: [REDACTED]

DATE OF TRANSACTION: *08-03* COST OF PRODUCT OR SERVICE: *\$4,300.00* HOW PAID (Check those which apply): Cash Check Credit Card Other

DID YOU SIGN A CONTRACT? Yes No WHERE DID YOU SIGN THE CONTRACT? [REDACTED] DATE SIGNED: [REDACTED]

WAS PRODUCT OR SERVICE ADVERTISED? Yes No WHERE WAS IT ADVERTISED? *Penny Saver* DATE ADVERTISED: *08-03*

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details): *Complaint is against General Motors*

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL: *04-23-05* PERSON CONTACTED: *Customer Assistance* JOB TITLE: [REDACTED]

NATURE OF RESPONSE: *None* DATE OF RESPONSE: [REDACTED]

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address): Yes No *No attorney will handle this*

IS COURT ACTION PENDING? (Please describe as necessary): Yes No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT: *General Motors Corp.* PRODUCT MODEL OR SERIAL NUMBER: *1996 Buick LeSabre*

ADDRESS: *P.O. Box 33136 Detroit, Michigan 48232-5136* WARRANTY EXPIRATION DATE: *7*

DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company): Yes No

BRIEFLY DESCRIBE YOUR COMPLAINT

Enclosed is a letter to General Motors describing what transpired and a copy of the diagnostic testing. My complaint is that General Motors is giving me the brush off. I spent \$75.66 for the diagnostic testing and I lost time from work. I ended up with a worthless car and absolutely no compensation. My insurance company, Geico, does not provide coverage for this. I've contacted several attorneys and none of them can help me because I was not injured.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) At least some compensation for this incident.

WHO REFERRED YOU TO THIS OFFICE? Several people in conversation

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: 05-10-05

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
144 Exchange Boulevard
Rochester, NY 14614-2176

Tell them it May Concerns, 04.25-05

I own a 1996 Buick LeSabre with 137,000 miles on it. I'm the second owner. This car has never been in a collision.

On April 14, 2005 at 11:00 am, driving at 30 mph, the driver's side airbag deployed. Later at 2:00 pm, again driving at 30 mph, the passenger's side airbag deployed. The airbag light was not on and I didn't hit anything.

At 2:45 pm I called GM and spoke with Lisa Sutton. She referred me to Cavallaro-Neubauer, a GM dealer in my area, for diagnostic testing.

On April 18, 2005, I went to Cavallaro-Neubauer and paid \$75.00 for the diagnostic testing (see enclosed report).

On April 19, 2005, Lisa Sutton informed me that GM would do nothing, stating that the car is too old.

The owner's manual clearly stated that the airbags are deployed at moderate to severe frontal crashes.

Despite the report from Cavallaro-Neubauer, this never should have happened.

This was a very dangerous incident
and I am appalled and disgusted
by GM's indifference.

I have reported this to the New York
State attorney General and the
Federal Trade Commission, and I
will continue to contact consumer advocacy
groups, TV stations and whomsoever else
I need to in order to achieve satisfaction.
Please take this into serious consideration.

Sincerely,

[Redacted]

Dodder, New York [Redacted]

[Redacted] (after 2:00 pm)

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).