



2005 JUL -8 AM 3:15 STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

845-485-3924

REGIONAL OFFICE DIVISION
POUGHKEEPSIE REGIONAL OFFICE

June 24, 2005

10129128

[REDACTED]
Poughkeepsie, NY [REDACTED]

Our File Number: **2005--490095**
Company: General Motors

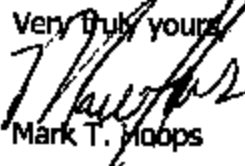
Dear [REDACTED]

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

Mania
7/12/05

490095 ✓

5-23-2005

Memo To: New York state Attorney General
Subject: Lack of Recall from General Motors

Mr. Elliot Spitzer, I purchased a Chevrolet "VENTURE" van from General Motors in 1999. Two weeks ago, while on a trip, the temperature gage went wild. I had a new thermostat installed (cost \$300). This did not solve the problem.

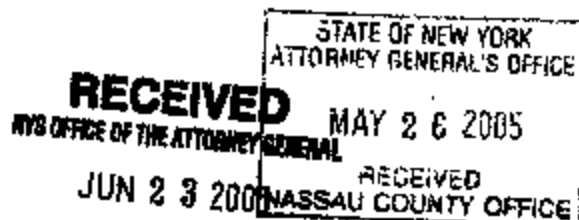
When I returned to New York my local car mechanic said that all chevy's with a 3.4 engine have problems with intake manifolds. He said that he replaces them all of the time. He said that the problem happens around 60,000 miles. He asked me what my mileage was. I said 63,000 miles. He said that General Motors has a new intake manifold gasket to solve this problem. (???—will this guarantee to solve the problem forever) His bill was \$780.00.

The first question that came to my mind is "Is a "RECALL" type of item." But I have heard of no recalls from GM.

Do you know if this a recall item ???

The second is that GM should have told customers that there is a problem with the cooling system and not to get a new thermostat. (The typical solution)

I believe that this is the type of problem that your office looks into.
(If you look into it I still have a copy of all of my bills)



CONSUMER FRAUDS
POUGHKEEPSIE DISTRICT

Poughkeepsie N.Y.