



U.S. Department of Justice
Office of Consumer Litigation
Civil Division

2005 AUG 19 AM 3:44 Washington, DC 20530

August 9, 2005

[REDACTED]
Knox, IN [REDACTED]

Re: GM Corporation

Dear [REDACTED]:

10135579

This letter is in reply to your correspondence to the Attorney General which was referred to this Office for consideration and response. Your letter concerns your 1999 Oldsmobile Silhouette, which you claim had problems associated with both its passenger and driver side's craddle bolts. I note from your letter that you have contacted GM regarding this matter.

Since your inquiry raises a matter that may involve automotive safety, I am forwarding a copy to the National Highway Traffic Safety Administration (NHTSA), at the address shown below, for consideration. NHTSA is the federal agency that investigates reports of safety related defects and substantial equipment failures and enforces laws requiring recalls and remedies in appropriate circumstances. While NHTSA tries to help every consumer, it cannot investigate each complaint. Before a formal investigation or recall is ordered by NHTSA, there must be evidence that the reported problem poses a safety risk and is a problem common to a group of vehicles or items of equipment.

I hope that agency will be able to assist you in some way. Thank you for contacting the Department of Justice.

Sincerely yours,

Kenneth L. Jost
Assistant Director
Office of Consumer Litigation
Civil Division

By: Kevin Lowell
Consumer Affairs Specialist

cc: National Highway Traffic Safety Administration Hotline
U.S. Department of Transportation
400 7th Street, SW
Washington, DC 20590
Toll free: 1-888-327-4236
www.nhtsa.dot.gov

Heather
8/22/05

843268
(16)
July 22, 2005

To: Attorney General John Ashcroft
US Department of Justice
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

From: [REDACTED]

Knox, IN [REDACTED]

Dear Attorney General John Ashcroft,

We are writing to you because we feel that our vehicle has been damaged because of a manufacture default.

We have enclosed the letter that we had sent to the GM Corporation in regards to an incident with our vehicle explaining the situation. The response we received from them was a phone call that they were standing by their original decision not to reimburse us for our financial loss.

We are hoping that you can help us in this matter to get our money back from GM.

Sincerely,

[REDACTED]

CON-080894
Ken/KC

July 6, 2005

To:
Oldsmobile Customer Assistance Center
P.O. Box 33171
Detroit, Michigan 48232-5171

From:

[REDACTED]
[REDACTED]
Knox, In.
[REDACTED]

To: Customer Assistance,

On June 20, 2003 we purchased a used 1999 Oldsmobile Silhouette with 69,788 miles on it. Today it has 117,170 miles.

On June 24, 2005 my husband and I were backing out of our driveway when we heard a big bang and felt a big jerk in the front end of our van. When we got out to look we seen the motor had fallen down, just inches from the ground.

We slowly drove the van back into the garage and my husband jacked up the van enough to find that the cradle bolt on the passenger side was gone, he then took a screwdriver to get the driver side cradle bolt out that was just hanging. He took the bolt to the local GM Dealer in our town, (Cambe Chevrolet). The dealer there told him that they could not do that type of job and suggested he talk to a mechanic at Mark's Body Shop. He also told my husband that GM should be responsible for paying for the repair due to the fact that the bolt had no markings on it to show it had been tampered with. My husband took the bolt to Mark's Body Shop. Mark also said you can tell it had not been tampered with and that a van of that year should not have that type of problem, it was definitely a factory default.

I called a GM phone number I had been given (866.942.4368) and talked to a woman by the name of [REDACTED]. She asked me to take it to the GM Dealer of my choice to have a diagnosis done and follow the dealers suggestions and she gave me a service request # 1-345113538.

I then contacted Country Chevrolet in Plymouth, In. and set an appointment to have the diagnosis done. Attached you will find a copy of the receipt for all the work done.

My husband then called [REDACTED] back and told her that we felt that GM should reimburse us for the cost of this work. She said she would turn it over to her supervisor

and we would hear back from them. When we did [REDACTED] told us that they felt that the van had been tampered with before we purchased it and that we would not be reimbursed.

We still have the bolt and you can plainly see that it has rusted greatly at the end of it causing it to come apart from the nut that held it together.

We strongly believe that we should be reimbursed for this bill and the tow bill where we had to have it towed to Country Chevrolet. (copy attached)

If we do not receive satisfaction we will send a copy of this letter to the Better Business Bureau, The Federal Trade Commission, Attorney General Steve Carter, Attorney General John Ashcroft and the Office of the Inspector General. As well as anyone else whom I can find to ask for help.

I am sick and tired of this consumer being ripped off so I am hoping that GM will not let this happen to me.

Respectfully,

[REDACTED]

**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).**