



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

2006 FEB -7 AM 11:02

January 26, 2006

10150837

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 462605 (Refer to this number when contacting our agency)

██████████
██████████
GREEN BAY WI ██████████

Dear Sir/Madam:

I received a complaint from ██████████ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to ██████████ and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

cc: NHTSA

AM Palmer
2/10/06

Agriculture generates \$51.5 billion for Wisconsin



Department of Agriculture, Trade and Consumer Protection

WDATEC Motor Vehicle Repair

JAN 1 2006

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisements, lease documents, telephone bills.

1. How do we contact you?

Name: [redacted] [redacted] [redacted] [redacted]
Home Phone: [redacted] Work Phone: [redacted] ext. [redacted] Email: [redacted]
Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: 4:00 pm
Address: [redacted] PO Box: [redacted] Apt.# [redacted]
City: Green Bay State: WI Zip: [redacted] County: [redacted]

Name of business or repair shop: Chevrolet Motor Division
Address: [redacted] PO Box: [redacted] Apt.# [redacted]
City: Detroit State: MI Zip: 48201 County: [redacted]
Phone: (800) 222-1020 Name of person you talked to: Robert Demitrijevich Title: Complaint Manager

Information about your complaint

- 3. Date of transaction: Month: October Day: Year: 2005
4. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older
5. Type of vehicle involved: Make: Chevrolet Model: Impala Year: 2004 VIN#: ZG1WF5
6. At the time of the repair, was the vehicle covered by a salvage certificate? Yes No [X]
7. How did you deliver your vehicle to the shop? [X] Drove it in [] It was towed [] It was towed and I was along
8. What repairs did you ask the shop to do?
9. Were instructions written on the original repair order? Yes No [X]
10. How did you first order the repairs? [] By telephone [X] In person, by speaking to a shop representative [] By written instructions [] Other, explain
11. Did you receive a price estimate before the work was started? Yes [X] No []
If yes: List amount of estimate \$
Was the estimate written on the original repair order? Yes [X] No []
Did you sign the estimate section of the work order? Yes [X] No []
12. Did you receive a copy of the original repair order before repairs were started? (enclose copy if available) Yes [X] No []
13. Were additional repairs performed? Yes [] No [X]
If yes: List the additional repairs:
Did the shop provide a new total estimate for all repairs? Yes [X] No []
Did you approve the additional repairs? Yes [] No [X]
How did you approve? [] By phone [] In person
14. In your opinion, did the shop: Recommend repairs that were not needed? Yes [] No [X]
Make repairs without permission? Yes [] No [X]
Force you to pay for repairs that were done without your permission? Yes [] No [X]
Fail to return replaced parts upon request? Yes [] No [X]
Charge for repairs that were not made? Yes [] No [X]
Charge for repairs that were not needed? Yes [] No [X]
Fail to perform the repairs in a satisfactory manner? Yes [] No [X]
Refuse to honor a written guarantee? Yes [] No [X]

15. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? _____ Yes No
16. List the amount of the final repair bill: -0- \$ (excluding sales tax and towing)
17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (attach copy) Yes No
18. Did you contact the business about your complaint? Yes No
 When? October 2005 What happened? Not solved to satisfaction
19. Have you filed this complaint with another agency? Yes No
 Agency name? BBB Auto Line What happened? Not solved / not w/ specified mileage
20. Have you contacted a private attorney? Yes No
 Have you started court action? Yes No
21. Describe your complaint in detail. (Please provide two copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary. Please see attached forms

22. How do you feel your complaint should be resolved? (please be specific) Replacement of vehicle.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: Carla Benson Date: 01-09-05

Return this form and two copies of your papers to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	CONSUMER INFORMATION CENTER
360 Oakwood Hills Flwy Eau Claire WI 54701 FAX: (715) 839-1645	10930 W Potter Rd Ste C Milwaukee WI 53226-3450 (414) 266-1231 FAX: (414) 266-1235	200 N Jefferson St Ste 146A Green Bay WI 54301 (920) 448-5110 FAX: (920) 448-5118	281 Agriculture Dr PO Box 8911 Madison WI 53708-0911 (608) 224-4976 OFAX: (608) 224-4939

If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939
 TDD: (608) 224-5058
 EMAIL: datcpHotline@datcp.state.wi.us
 WEBSITE: www.datcp.state.wi.us

[REDACTED]
Green Bay, WI [REDACTED]
January 9, 2006

Department of Consumer Protection
2811 Agriculture Drive
PO Box 8911
Madison, WI 53708-8911

To Whom It May Concern:

We leased a 2004 Chevrolet Impala through Gandrud Chevrolet on March 8, 2004. In October of 2004 we started hearing an intermittent squeak on the passenger side of the car when driving on uneven or rough pavement. We took the vehicle in for repairs on 12/10/2004. Gandrud Service Department at that time aligned the front end and requested we return due to weather conditions. The car was returned on 01/05/2005 for the same problem. At that time the hood latch was adjusted and lubed. The noise persisted and it was returned on 07/29/2005 for repairs. This time we were told that the glove box was overfull. On 08/24/05 the vehicle was brought in for repairs again. This time the technician was unable to hear the noise. On 09/22/05 the vehicle was brought in for repairs for the squeak. After this visit I filed a complaint with General Motors. I first spoke to Tamika Jackson for the initial filing. The complaint number issued at this time was 1-363463376. I spoke to Debra Fenner shortly after the complaint was filed and I agreed to take the vehicle to another dealership. I took the vehicle in to Broadway automotive on 10/20/2005. This visit the technician determined that my rear seat latches were the problem and he wrapped black tape around the latches in order to insulate them. The problem was still present after this visit also. I contacted Debra Fenner to update her as to the progress of the problem and agreed once again to take the car to another dealer. On 10/28/05 the car was brought to Gustman Chevrolet. The technician was unable to verify the noise at this time. At this point we filed a customer complaint with the BBB Auto line program. We were contacted by Onitra Roberson of the BBB and Robert Dimirtijevich of General Motors. We were offered a compensation package from General Motors for oil changes, filter replacement, and tire rotation for 12,000 miles. We accepted the compensation package however it was not accepted as a settlement. General Motors has agreed to repair the problem, but we have yet to have a technician fix the problem. Our mileage on the automobile falls outside of the lemon law requirements, so the only option the BBB auto line is able to offer is repair. We have had this noise present for more than 14 months. The car has been to the service department 10 times in the last year to fix this squeak. Since this car is a lease, the road tests the service is using up are miles that we are responsible to pay for at the termination of the lease. In addition the road tests are using our gas and adding wear and tear to the vehicle that we are financially responsible for. We have established longstanding customer loyalty with General Motors and feel we have made satisfactory attempts to fix this problem. I have obliged the Service Department at Gandrud by documenting when the car squeaks, outside temperatures, road conditions, dates and times. Since the last service visit I have

heard the squeak more than 50 times. We are not satisfied with the 2004 Chevrolet Impala or General Motors complaint resolution. We are seeking to have the automobile replaced at this time. We are enclosing duplicates of all the service visit receipts and the BBB Auto line correspondence with hopes that the Bureau of Consumer Protection can help us in finding an acceptable resolution.

████████████████████

**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).**

To: Onitra Roberson

From: [REDACTED]

Re: BBB complaint re opening.

Pages: 4 + cover

Ms. Roberson: I tried contacting you by phone and we keep playing phone tag. I am enclosing a letter and the service receipts. I am sorry I was unable to get this to you sooner. We are requesting the GM-Chevrolet replace our car.

[REDACTED]
Green Bay, WI [REDACTED]
[REDACTED]

January 4, 2006

Ms Roberson:

We have re-open our complaint against GM for our 2004 Chevrolet Impala. The squeak on the vehicle has been present since October 2004, more than 14 months. It has been in the service department 10 times since December 2004 for this problem. At this time, we feel that we have made sufficient effort to rectify this problem. We have used our personal time to take the car to the service department, our gas for the service drives, wear and tear on the vehicle, and yet have little satisfaction on this matter. The car has been driven over 300 miles for service issues. When we filed our initial complaint with GM, we took the car to 3 different service providers in order to rectify the problem. I obliged the Gandrud Service Department by documenting time, date, temperatures, and road conditions when the squeak was present. We established long standing customer loyalty with General Motors and Chevrolet. We are not satisfied with the 2004 Chevrolet Impala. We have had more than necessary aggravation with this vehicle and its' lease. We want GM to replace this vehicle. I am enclosing the additional service receipts. Please contact us at your earliest convenience. We look forward to hearing from you.

[REDACTED]



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

November 16, 2005

Re: [REDACTED] vs Chevrolet Motor Division # CHV0595316 VIN: 2G1WF5 [REDACTED]

[REDACTED]
GREEN BAY WI [REDACTED]

Dear [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:
Chevrolet Motors Representative, Robert Demetri, has offered to have repairs made to [REDACTED] 2004 Chevrolet Trailblazer. [REDACTED] has accepted the repair offer and expects repairs to be completed within 30 days from the date of this letter at Gandrud Chevrolet in Green Bay, WI.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Onitra Roberson at Extension 514

cc: Robert Dimitrijevic



BBB AUTO LINE
 4200 Wilson Boulevard, Suite 800
 Arlington, VA 22203-1838
 Phone 800.955.3100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

December 19, 2005

Re: C12 CHV0595316 [REDACTED] vs Chevrolet Motor Division 2G1WFS [REDACTED]

[REDACTED]
 GREEN BAY WI [REDACTED]

Dear [REDACTED]

Our records show that you and the manufacturer agreed to a negotiated settlement of the claim you filed with BBB AUTO LINE. To make sure our records are accurate, please answer the following questions:

Was the settlement performed? (please circle) Yes No

On what date was the settlement performed? _____

Was the performance satisfactory? Yes No

If the performance was NOT satisfactory, do you want to pursue your claim further through the BBB AUTO LINE program? Yes No

If you want to pursue your claim further, what is the current mileage on your vehicle's odometer? _____

I will continue to assist you by reopening your case or starting a new case depending on how much time has elapsed and the specific situation in your case. Please complete the above questions and return this letter to our office. If I have not heard from you within eight days from the date of this letter, I will assume that performance was satisfactory and will close your case.

This form can be faxed to us at 703.247.9700. Please feel free to contact me at 800.955.5100 if you have any questions.

Again, thank you for letting us be of service.

Sincerely,

Onitra Roberson at Extension 514



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.
December 20, 2005

Re: [REDACTED] vs Chevrolet Motor Division # CHV0595316-1R VIN: 2G1WF5 [REDACTED]

[REDACTED]
GREEN BAY WI [REDACTED]

Dear [REDACTED]

We have received your Customer Claim Form and your claim has been opened.

No further documentation is required at this time

It will help us to resolve your dispute if we have all of the available information about your case. Please send us a copy of the following with your case number referenced at the top:

Repair orders relating to your complaint

Your current registration

Your bill of sale (purchase contract)

Your lease agreement

Other: _____

Please provide the current mileage of the vehicle _____

You can fax the documents to 703.247.9700 to expedite the process or mail them to the address listed above.

Sincerely,
Omlra Roberson at Extension 514



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

December 20, 2005

Re: 01re CHV0595316-1R [REDACTED] vs Chevrolet Motor Division 2GIWF5 [REDACTED]

[REDACTED]
GREEN BAY WI [REDACTED]

Dear [REDACTED]

Following your recent contact with our office, we have opened a new claim for you. Please refer to the new case number located above. Please review the enclosed *Customer Claim Form* and contact me if you need to update any information.

You do not need to resubmit any supporting documentation that you previously sent to our office, as that will be transferred from your previous case. However, if there are any new documents you wish to submit, please send those in and be sure to reference your new case number. You can either mail any new documents or fax them to 703.247.9700.

The manufacturer will be advised that a new claim has been opened. If you have any questions, please feel free to contact me at 800.955.5100.

Sincerely,

Onitra Roberson at Extension 514

Customer Claim Form

Contact Date: 12/20/05

Start Date: 12/20/05

Case Number: CHV0595316-1R

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

GREEN BAY, WI

Day Phone: _____

Fax Number: _____

Customer Contact Info: _____

Evening Phone: _____

E-mail Address: _____

Cell Phone: _____

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: _____

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Impala Model Year: 2004 Current Mileage: 27701

Vehicle Identification Number: 2G1WF5 _____

Servicing Dealer/City/State : Gandrud Chevrolet,

Selling Dealer/City/State : Gandrud Chevrolet, Green Bay, WI

Insurance Carrier : _____ Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: _____ Mileage at purchase: _____ Lease Date: 03/08/04 Mileage at lease: 0

Purchased As : New Used Demo Leased As : New Used Demo

Is the vehicle in your possession? _____

Lienholder's Name: _____ Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: _____ Phone: () - _____

Lienholder Acct #: _____ Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Replacement

Signature of Titled Owner(s): _____ Date: _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax 703.247.9700

Council of Better Business Bureaus, Inc.

January 5, 2006

Re:EE1 CHV0595316-1R [REDACTED] vs Chevrolet Motor Division 2G1WF5 [REDACTED]

[REDACTED]
GREEN BAY WI [REDACTED]

Dear [REDACTED]

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your claim does not qualify for the BBB AUTO LINE program since you are seeking remedies outside the scope of the program.

I regret we will not be able to provide assistance to you. Please contact me at 800 955 5100 if you have any questions.

Sincerely,

Onitra Roberson at Extension 514
CC: Robert Dimitrijevic

**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPT OF TRANSPORTATION
CONSUMER SERVICE
400 7TH ST SW
WASHINGTON DC 20590