



JON B. CORZINE  
Governor

# New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service & Intake Center  
124 Halsey Street, 3rd Floor, Newark, NJ 07102



NANCY KAPLAN  
Acting Attorney General

KIMBERLY B. RICKETTS  
Director

January 24, 2006

Mailing Address:  
P.O. Box 46025  
Newark, NJ 07101  
(973) 604-8200

[Redacted]  
Gladstone, N

Re: G M C  
File No.: 06-00662

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration  
400 7th Street, SW Room 5232  
Washington, DC 20590  
(888) 324-4236

2006 FEB -9 1:03

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate  
Supervisor  
Consumer Service Center

PDP:aro  
CSC11B.frm

Edison  
2/16/06



RICHARD I. CODEY  
*Acting Governor*

*State of New Jersey*  
OFFICE OF THE ATTORNEY GENERAL  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CRIMINAL JUSTICE  
PO BOX 085  
TRENTON, NJ 08625-0085  
TELEPHONE: (609) 984-6300

PETER C. HARVEY  
*Attorney General*

VAUGHN L. MCKOY  
*Director*

December 20, 2005

Pat Pate, Supervisor  
Consumer Services Center  
Division of Consumer Affairs  
P.O. Box 45027  
Newark, New Jersey 07101

Re: Chris Kenny - CJ# 2005-10019-G

Dear Ms. Pate:

The enclosed material has been received by the Division of Criminal Justice. The subject of this material would appear to fall within your jurisdiction. We would appreciate your reviewing this material and taking whatever action you deem appropriate.

Thank you for your continued cooperation.

Very truly yours,

VAUGHN L. MCKOY,  
DIRECTOR

By: 

Joseph L. Trapp,  
Administrator of Investigations  
Records and Identification

/a  
Enclosure(s)



5865-D

[REDACTED]  
Gladstone NJ. [REDACTED]

To whom it may concern:

Enclosed is documentation concern-  
ing my ongoing problem with ~~XXXXXX~~.  
Please look into this situation and  
let me know if you can help.  
This is not just my problem, but  
one for any person who drives  
one of these vehicles.

Thank you.  
Sincerely,

[REDACTED]

I am sending you this letter accompanied with a history of problems I have had with my Automobile and the dealers who have in my eyes been dishonest and unwilling to cooperate with me to get refunded for all the money I have spent. I was told by The Better Business Bureau that you could possibly help me. Enclosed is documentation of some of the correspondence between General Motors, Jim Salerno Pontiac Buick GMC and Salerno Duane Auto Group. My family car has been repaired, but not by GMC or the dealers, mostly because I don't trust them and because they took no responsibility for a problem that I pointed out long before. Jim Salerno Auto Group and associates convinced me to bring the car to them and have them look at it, before anyone else... they said they could help me out. I had numerous conversations with General Motors Service and both dealers. I told them there was a problem with the transmission and they told me they could not duplicate the problem, so I had to live with it. The only reason I had been up to the dealer 7-8 weeks earlier was because GMC had sent me a coupon for a free oil change and wheel alignment. I ended walking out of the dealer paying 47.00 dollars to have a 4.00 dollar bulb changed ( a five min. job ). The reason GMC had sent the coupon was because months before the car was leaking gas at a mall. Someone reported the gas leaking all over the parking lot and the police and firemen were called. When my wife walked out of the store, with two carts and my youngest child in hand, she saw the whole lot sectioned off with Police keeping people away from the car while the fire dept. was cleaning the mess up. My wife had to get a ride from a neighbor and get home without the car. When asked by the police, they said the car could have exploded if she tried to start it. The car was later towed to Salerno in Randolph where it was fixed right away no questions asked and free of charge. They said a seal had failed and that it happens every once in awhile. I thought it was a pretty serious problem to be so cavalier about. So I just picked up the car and let the situation die. The same thing has happened in this situation, a seal failed and coolant leaked into the transmission and destroyed it. I told them there was a problem with the transmission ages before, they didn't listen and it was just a matter of time before it failed. Because they could not replicate the problem they said they couldn't help me even when it was under warranty. I would have never brought my car to this dealership if they had not given me a free coupon. When it was there they not only charged me 47.00 dollars for the bulb but tried to sell me software for the CPU. They couldn't tell me what it was for, but obviously they had the car hooked up to an analyzer. Weeks later the radiator seal failed, destroying it and the transmission. GMC, it's regional supervisor and both dealers are dishonest and have no regard for the expensive repairs that I have had to take care of myself, in order to get our car back. It is my wife's car and is used to transport her and my eight children around from sports, school and soforth. They knew I needed the car back as soon as possible and stalled saying they were waiting to hear from their regional supervisor. He didn't get back to me for 4 days. One of GM's support people and the regional supervisor were suggesting that I trade it in on a new car! This car maybe 4 yrs old but when I bought it from a dealer it was 38 thousand dollars with 25 thousand miles on it! For a car that has been serviced and has had its oil changed every 3 thousand miles(which I have all the records)and under warranty, this is crazy. I am appealing to you to help me recoup my cost to have the car repaired. This car was extremely well taken care of and still looks new. I can not begin to explain the anxiety, time and stress that my wife and myself have been through. I have spent tons of hours making calls, leaving messages, writing letters and talking to these people. I brought it to a reputable service garage and had it repaired. It was 4400.00 dollars. I have complete documentation to show all that I have stated is true. To some 4400.00 dollars is not a large amount, but to me it is something I don't have on hand. I took a loan to pay for this car which I still owe 9000.00 dollars on it. I thought by paying a premium I was getting a vehicle that had been serviced and taken care of to insure a trouble free car. As I said, I told the dealer that the transmission is not working properly(this is documented, while still under warranty I can't tell you how upsetting this whole experience has been. I have never experienced anything like this in my life. Can you please find some way in your power to help us with this.

Sincerely,

To: Caroline Weasburg  
cc:  
Subject: Denial recall and defective transmission

Dear Ms. Weasburg,

I am sending you this fax to alert you to the fact that I am in contact with the N.J. Division of Criminal Justice. They are receiving documentation that has been made available to you weeks ago. Since my complaint was forwarded to you, I noticed that G.M has issued a recall on the faulty gasoline units on my kind of truck. I received the recall notice following my complaint to you about my transmission, however it is more than a coincidence that this recall should take place after my own episode with the potentially fatal defect and your lack of honoring the defect in my transmission. I am in possession of a police report that will document this life threatening incident and that your company is negligent in it's responsibility to quickly and effectively alert the public of this automobiles dangerous defects...including my transmission.

I was willing to work with you in a fair and amicable manner. Rather, you turned a blind eye to two major safety issues that I brought to your attention. Your Company's regard for human safety is substandard. You must have larger problems on hand, like the price of your Company's stock. ( down 48% on the year.) Maybe that is the reason why your Company is in such bad shape, poor customer relations and dishonest management.

When I said I was not going to accept your inadequate response....I meant it. If you think my voice is too small to be heard, you are seriously mistaken. I have many options and organizations at my disposal. It's a shame, because if upper management at G.M. knew that this travesty was taking place, particularly at this time, they would be cutting costs in your department. All you need is one death or major incident to take place, because your lack of responsibility, then you are done.

Regretfully Yours,

letter to GM 12/8/05  
Attention records + ident. section



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Consumer:

NVS-216 asj

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have received that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the items. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jamb. It may also be listed on the dealer's repair invoice. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

*Alberto A. Jimenez*  
Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOE  
888-327-4238

**ConsumerXchange** ®**Consumer's Copy**

General Motors Corp.

Richard Wagoner

Chairman, C E O

**CX published your complaint and inadequate response**

**CX has published the enclosed complaint on the Internet so that all consumers can know about the problem and your inadequate response.**

**This should both help consumers buy wisely and encourage you to finally fix it.**

**We are still willing to publish a better offer and settlement.**

**We will show the complaint as unresolved in your ratings.**

**If you, even now, offer this consumer what we think is fair, we will also give your firm a higher responsiveness rating.**

**We urge you to take this opportunity to make your customer happy.**

Carl Shoolman

**To check, go to CX.org. At the lower right, click 'Search.' Choose 'Product.' (Delete anything in any blank.) Then put in Brand: 'Gmc'. Click 'Search.'**

**All consumers will eventually be able to see it, even if they don't know about CX. (Google and other search engines constantly index the website.)**

**Do tell us about any inaccuracies and how to speed future contacts, but do not use servicemarks "CX" or "ConsumerXchange" in your marketing.**



**eMail: response@CX.org Phone: 202-882-2229  
Mail: 314 Carroll St. NW 201; Washington DC 20012-2026**

**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).**