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Governor

GARY R. HERBERT
Lieutenant Governor

State of Utah Department of Commerce

Division of Consumer Protection

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Executive Director

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101 51903

February 10, 2006

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
NSA-10.01 400 7TH STREET SW
WASHINGTON DC 20590

RE: GMC

To Whom It May Concern:

The Division of Consumer Protection received the enclosed consumer complaint. It appears that this complaint should have been directed to your office.

We are advising the complainant by copy of this letter that the matter has been referred to your office and further correspondence should be directed accordingly.

As always, we appreciate your cooperation and assistance. Please feel free to contact our office for information or clarification on this matter.

Sincerely,

Christy Dask, Commerce Manager I
Utah Division of Consumer Protection

Enclosure

cc

MOUNTAIN GREEN UT

Edman
2/22/06



State of Utah

Department of Commerce
Division of Consumer Protection
Consumer Complaint Form

State of Utah
Division of Consumer Protection
Attn: Consumer Protection
Second Floor
Salt Lake City, UT 84114-6704
(801) 530-8601 | (801) 530-8001 fax
www.consumerprotection.utah.gov

The Division of Consumer Protection is charged with enforcing consumer protection laws. We offer assistance according to those laws; however, you should not rely solely on the filing of this complaint to resolve your problem. You may need to consult an attorney to determine what remedies may be available to you and any statute of limitations that may apply to your case.

CONSUMER INFORMATION

Name of consumer	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip code
Mtn Green	UT	[REDACTED]

SUPPLIER INFORMATION

Name of supplier	Daytime telephone number	Other telephone or facsimile
GMC Canyon and Chevy Colorado Mini Trucks		
Street Address		
(General Motors Corp - Ken Garff GMC Ogden UT, et al)		
City	State	Zip code

TRANSACTION INFORMATION

Amount of transaction	Date of transaction	Method of payment for transaction
\$20,000.00+	Feb 2005	AFCU Finance
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO ☐ YES ☒ → Ken Garff - Ogden		
Was the product or service advertised? If yes, give location and date.		
NO ☐ YES ☐ →		
What assistance are you seeking for the Division of Consumer Protection?		
A Brand RETRO FIX to a Vehicle SAFETY DEFECT on my 2005 GMC Canyon Truck		

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address and case number.

NO ☐ YES ☒ →	NTSB, Wash DC - NO RESPONSE
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SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

2005 (and maybe other models/years) GMC Canyon and Chevy Colorado Mini Trucks do NOT have an EXTERIOR PASSENGER DOOR MANUAL KEY ENTRY LOCK!! Yet these vehicles have a TAILGATE KEY LOCK!

HOW can I get this SAFETY DEFEAT FEATURE MANDATORILY RETROFITTED TO ALL SUCH VEHICLES AND INSTALLED ON ALL FUTURE VEHICLES???

I complained to GMC 3 times on their Web - a final response was - our engineers will CONSIDER your REQUEST on FUTURE Models!!!

I US Mailed a complaint to the NTSB in Wash DC Several Months Ago - NO Response!

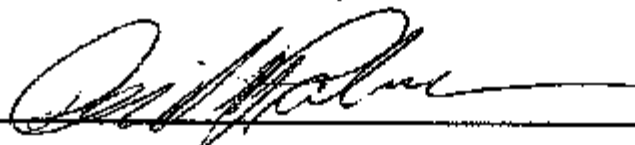
Can YOU Folks fix my truck or do I need to "GET OEPHARDT" into TV Mode?

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks - front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful practices. I further understand that if I have any questions concerning my legal rights or responsibilities, the Division cannot give me legal advice and I should contact a private attorney. I hereby give my consent to the disclosure of the contents of this complaint. The above complaint is true and accurate to the best of my knowledge and belief.

SIGNATURE: _____



DATE: 02/04/2005