



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Wilscam, Secretary

December 7, 2005

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 480528 (Refer to this number when contacting our agency)

COMBINED LOCKS WI

Dear Sir/Madam:

I received a complaint from [REDACTED] 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 William Repulski 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@detcp.state.wi.us

cc: NHTSA

2006 FEB 21 AM 10:22

Margaret
2/22/06

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

**Complaint/Inquiry received via email/Internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Moore, Tom S DATCP

From: [REDACTED]
To: hotline@datcp.state.wi.us
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of
Agriculture, Trade, and Consumer Protection

Date Sent: 11-15-2005

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box: [REDACTED]
City/State: Combined Locks, WI
Zip Code: [REDACTED]
County: Outagamie
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at: Home
Best time to call: any

Information about the business your complaint is against:

Business Name: General Motors
Business Address:
Address Line 2:
City/State: , none
Zip Code:
County:
Phone:
Name of the person you talked to: null
Time of the person you talked to:
What product or service did you buy?: Chevrolet Truck

Information About Your Complaint:

Which of the following best describes your first contact with the
business?: Information sent by mail

When did contact first occur?: First Wk. in Nov.

How old is the person who had contact with the business?:

Was the item advertised?: Not Advertised

When:

Where: unsure of what is wanted here

Contract Number:

Amount paid: 356+

Amount paid by: Credit Card

Where did you pay the business?: At the place of business

Did you contact the business about your complaint?: No

Please describe your complaint:

On 8/17/05 I had my 2001 Chevrolet Silverado Pickup repaired for an "unwanted abs
activation" that was occurring. Shortly thereafter, I was made aware of a recall by G.M.
for the exact problem that I was experiencing. The recall had NHTSA Campaign Number
05V-379. Upon contacting GM I was told that the recall would only apply to states that

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they identified as being in the "Salt Belt". Of course, Wisconsin was NOT listed. I find it hard to comprehend that WI does not use salt on its roads and therefore was not included. The problem I had was described as a rust problem affecting wheel speed sensors which was exactly as described in the proposed recall. My contact at the NHTSA suggested that I file a complaint with the state of Wisconsin since they thought that the office of the attorney general in WI was looking into this.

How do you feel this complaint should be resolved?

I feel that any vehicles identified by the recall that were sold, licensed, and driven in WI should be included in the recall if they had the problem as described.

Moore, Tom S DATCP

From: [REDACTED]

Sent: Tuesday, November 15, 2005 10:06 PM

To: hotline@datcp.state.wi.us

Subject: document supporting complaint regarding "unwanted abs activation"

Attachments: Scan on auto repair - 2.jpg; Scan on auto repair - 1.jpg

Attached are two documents supporting the complaint sent on 11/15/2005.

[REDACTED]
Why Wait? Move to EarthLink.

11/16/2005

**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).**