



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

10/55152

March 14, 2006

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: **File 461981** (Refer to this number when contacting our agency)

[REDACTED]

WISCONSIN RAPIDS WI [REDACTED]

2006 MAR 28 PM 12:25

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 Arthur Adams 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

NAR
aa
3/29/06

Agriculture generates \$51.5 billion for Wisconsin

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



Department of Agriculture, Trade and Consumer Protection

WDATECP

DEC 22 2005

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) [redacted] (first) [redacted] (middle) [redacted] (last)

Home Phone: [redacted] Work Phone: [redacted] ext. [redacted] or () ext. [redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home [redacted] Work [redacted] Best time: [redacted]

Address [redacted] PO Box: [redacted]

City: Wisconsin Rapids State: WI Zip: [redacted] County: WOOD

2. What business is your complaint against?

Name of business: General Motors (Dick Neville Pontiac-Buick)

Address: 1830 8th Street South PO Box: [redacted] Apt. # [redacted]

City: Wisconsin Rapids State: WI Zip: 54484 County: WOOD

Phone: (715) 423-3720 Name of person you talked to: Mike Hansen Title: Service Manager

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | | |
|---|---|---|
| ☐ Person from business came to my home | ☒ I went to the business | ☐ Internet |
| ☐ Person from business called me | ☐ I telephoned the business | ☐ Email |
| ☐ Business sent me information in the mail | ☐ I responded to a radio or TV ad | ☐ NORTHWEST REGIONAL OFFICE |
| ☐ I attended a convention or trade show | ☐ I responded to a printed advertisement | ☐ TRADE AND CONSUMER PROTECTION DIV. |

DEC 23 2005

4. When did the first contact occur? month: November day: 28 year: 2005

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) Auto Repair

7. Was it advertised? (circle one) No Yes Date: [redacted] Where: [redacted]

8. Did you sign a contract? (circle one) No Yes Date: [redacted] Number on contract, policy or receipt: [redacted]

9. If yes, where were you when you signed the contract? [redacted]

10. Amount paid: \$ 534.91 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- | | | |
|--|--|-----------------------------------|
| ☐ At my home | ☒ At the company's place of business | ☐ Internet |
| ☐ Over the telephone by credit card | ☐ At a convention or trade show | |
| ☐ By mail | ☐ In someone else's home | |

12. Did you contact the business about your complaint? ☒ Yes When? 11/28/05 What happened? not their problem

13. Have you filed this complaint with another agency? ☒ Yes Agency name? [redacted] What happened? [redacted]

14. Have you contacted a private attorney? ☒ Yes Have you started court action? [redacted] Yes No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail.

Car failed to start. It was towed to dealership. Problem diagnosed as "hole burned in the intake manifold". Upon my inspection it was clear that the EGR (exhaust gas recirculating) valve was located in such a position that the hot exhaust gases were vented in too close a proximity to the intake manifold and did burn a hole through it. - I was informed that "it happens" when I inquired as to whether there was a "service bulletin" on this problem or a "recall", I was told that there was a service bulletin on the 97-98-99 engines on BOTH the upper & lower intake manifolds. He said that after '99 they "changed the design". After that they have "had no problem". Obviously this is a design problem, not a maintenance problem. The dealership even has a replacement "in stock". There is no wear to a intake manifold. It should, if designed correctly, never fail.

16. How do you feel your complaint should be resolved? (please be specific)

Refund the cost of towing, labor to replace manifold and related parts, cost of the repair parts, 4 hours lost wages @ \$16.58/hr and apologize for stupid design work and forcing me to file this complaint.

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 to the best of my knowledge.

Your signature:

Date: 12/21/2005

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
3610 Oakwood Hills Pkwy 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	2811 Agriculture Dr PO Box 8911 Madison WI 53708-8911 (608) 224-4976 FAX: (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



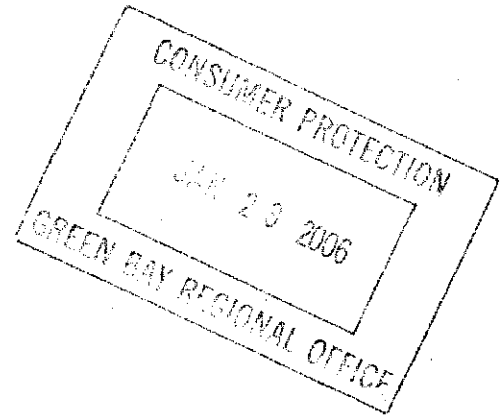
DICK NEUVILLE PONTIAC - BUICK

1830 8th Street South
Wisconsin Rapids, WI 54494
Phone 715-423-3720



January 20, 2006

Bureau of Consumer Protection
200 N Jefferson Street Suite 146-A
Green Bay, WI 54301-5198



Re: File 461981

██████████
██████████
Wisconsin Rapids, WI ██████████

Att: Julia Lubinski

In response to your letter of January 9, 2006, we have made contact with ██████████
██████████ He is fully aware that the problem does not lie with our business, but
with General Motors itself. We have filed a complaint to General Motors for
██████████ and will continue to monitor the situation.

Please do not include this in our file, as it is a General Motors complaint and not
our business.

Thank you.

Dick Neuville

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).