



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

October 20, 2005

10158396

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File [REDACTED] (Refer to this number when contacting our agency)

[REDACTED]
STEVENS POINT WI [REDACTED]

2005 OCT 20 09:17

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 [REDACTED] 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
2005
5/17/06

Agriculture generates \$51.5 billion for Wisconsin

2831 Agriculture Drive • PO Box 8941 • Madison, WI 53708-8941 • [wisconsin.gov](http://www.wisconsin.gov)



Department of Agriculture, Trade and Consumer Protection Consumer Complaint

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

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) [Redacted]
(circle one)

Home Phone: [Redacted] Work Phone: [Redacted] ext. NA or ()

Please call between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: anytime

Address: [Redacted] PO Box: [Redacted] Apt.# [Redacted]
City: Stevens Point State: WI Zip: [Redacted] County: Portage

2. What business is your complaint against?

Name of business: General Motors

Address: P.O. Box 33136 PO Box: [Redacted] Apt.# [Redacted]

City: Detroit State: MI Zip: 48232-5136 County: [Redacted]

Phone: (800) 762-2737 Name of person you talked to: Heather Conner Title: ?

Information about your complaint: 1-800-231-1841

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

- Person from business came to my home
- Person from business called me
- Business sent me information in the mail
- I attended a convention or trade show
- I went to the business
- I telephoned the business
- I responded to a radio or TV ad
- I responded to a printed advertisement
- Internet
- Email

4. When did the first contact occur? month: August day: 8th year: 2002

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-21 22-31 32 or older

6. What product or service did you buy? (please be specific) 2001 Pontiac Grand Prix 4Dr GT

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

8. Did you sign a contract? (circle one) No Yes Date: 3/8/01 Number on contract, policy or receipt: [Redacted]

9. If yes, where were you when you signed the contract? Fred Mueller car dealer

10. Amount paid: \$ 26,172.00 by: (circle one) cash check credit card financed other plan

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

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

12. Did you contact the business about your complaint? Yes No When: 8-8-02 What happened? they installed a fan

13. Have you filed this complaint with another agency? Yes No Agency name: General Motors and Abbotsford Inc What happened? ignored

14. Have you contacted a private attorney? Yes No Have you started court action? Yes No Can't afford to



Council of Better Business Bureaus, Inc.

July 15, 2005

Re: [REDACTED] Pontiac/GMC Division

[REDACTED]
STEVENS POINT, WI [REDACTED]

Dear [REDACTED]

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1830
Phone 800.955.5100 FAX 703.247.9700

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- **Instructions to the Customer** - Please read this document first. It walks you through the material contained in the mailing and explains what you need to do to help us handle your claim.
- **Program Summary** - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- **Customer Claim Form (CCF)** - Information we have on file regarding your complaint is recorded on the *Customer Claim Form*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- **How BBB AUTO LINE Works** - This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.

We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss settlement options, and you may want to explore these options. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss and explain the Telephone Settlement Conference process we may utilize prior to arbitration. Our goal is to assist you and the manufacturer in reaching a mutually satisfactory resolution to your dispute. If that is unsuccessful, we will provide you, if eligible, with the opportunity to have an arbitrator make a decision to resolve the dispute.

Sincerely,
Oritra Robertson at Extension 514

Customer Claim Form

Contact Date: 07/15/05

Start Date:

Case Number:

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: BBB Date: 8/5/04 Case Number: [redacted]

This info is attached as well

Titled Owner(s) Name & Address

[redacted]
STEVENS POINT, WI

Day Phone: [redacted]

Evening Phone: [redacted]

Cell Phone: [redacted]

Fax Number: [redacted]

E-mail Address: [redacted]

Customer Contact Info: [redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]

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: Pontiac/GMC

Model: Grand Prix

Model Year: 2001

Current Mileage: 19123

Vehicle Identification Number: 1G2W952K91

Servicing Dealer/City/State: FRED MUELLER GMC PONTIAC,

Selling Dealer/City/State: FRED MUELLER GMC PONTIAC, WAUSAU, WI

Insurance Carrier: Travelers Policy Number: [redacted]

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

Description of Damage: NA

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

Purchase Date: 03/08/01 Mileage at purchase:

Lease Date: NA Mileage at lease:

Purchased As: New Used Demo

Leased As: New Used Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? NA

Lienholder's Name: NA

Leasing Company's Name: [redacted]

Address: [redacted]

Address: [redacted]

City/St/Zip: [redacted]

City/St/Zip: [redacted]

Phone: () [redacted]

Phone: [redacted]

Lienholder Acct #: NA

Leasing Company's Acct #: [redacted]

Customer's Desired Outcome

Customer would like GM to replace the vehicle.

Signature of Titled Owner(s): [redacted]

Date: 8/9/05

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

Customer Name: [REDACTED]

Customer Claim Form

Case Number: [REDACTED]

Vehicle Concerns

First Repair Attempt Date: 08/09/02 Mileage: 4875
 Last Repair Attempt Date: 10/14/04 Mileage: 13137
 Total Days out of Service: 110

Problems - Please list your primary concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
really bad smell comes through the air vents. >5 attempts.		yes	5			
Musty/mildew alcohol smell from A/C and doesn't drain "the smell is primary concern" Next concern being several items not working after car was taken apart completely (quilted 2 times)	Fred Mueller	yes	5	8/8/02	4875	1
AC blown in car No change	Smith's	yes		10/10/02	4957	4
AC odor worse & AC doesn't cool	Fred Mueller	yes		11/4/02	5804	1
AC smell in car left	Fred Mueller	yes		7/14/04	11115	90
ruise brake switch, not working	Fred Mueller	yes		9/30/04	13137	14
Engine coolant leak	Fred Mueller			12/5/04	9427	1

8-9-05

Dear BBB,

We have had several problems with our 2001 Grand Prix, I know it seems odd that we would be inquiring on a 2001 vehicle; however we have been given a severe run around over and over. We have called GM and have spoken to several people and have been promised return calls and the process went on and on. I was not aware that there was a previous claim to your office that was not followed up on because the problem was hoped and thought to have been resolved however the problem re-occurred since then and actually from 9-13-04 our intent was to pursue the BBB claim and then it re-occurred 10-14-04. We contacted Fred Mueller's where the car was purchased and they were trying to offer a deal, and so we tried that but would have needed to put 12-14 thousand more dollars into a purchase of a new car and that is not what we feel is the right thing to do.

This car was completely gutted not just once but twice, so now we have other problems like dual air and heat not working, the radio does not work as it should it shorts in and out, cruise does not work most of the time, and my ABS light is on all the time. When we contacted Mueller's Mike the service person said that it is really not worth fixing it since the other problem is back and that the car should not be on the road and that they would not even be

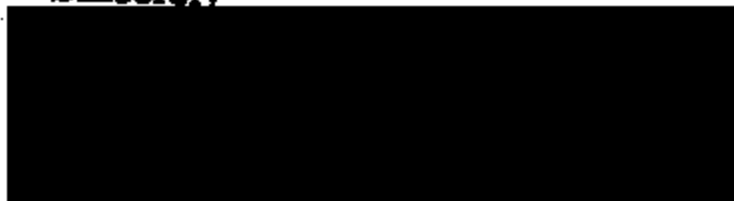
interested in selling it on their lot even. When the car was purchased my husband surprised me and bought it as an anniversary gift, he was so proud and had Mueller's place it under a big spotlight and all and then all their employees came out and said "SURPRISE" what little did we know that the surprise was on us, and here we are still trying to resolve a problem that was brought to attention with far less than 5,000 miles on it, before they tore it apart they tried to put a fan in it and that did not fix it. Much of the time I could not use the car, because it makes you sick, when I have used it, it was because I had no choice I had to go to work, however the mileage shows how much we have really not wanted to use it.

I have shared with GM the genuine health concern of breathing the black mold that was found when it was cleaned and requested that we all be able to be evaluated for possible current and future problems. It saddens me that they did not find this of concern and said that we would be on our own.

I do not feel that GM has taken this matter seriously at all and we had spoken to attorneys for a free consult, but have chosen to go this route first to see what the possible outcome could be. This is a situation that should have been resolved a long time ago, when the problem was as new as the car.

I thank you for your time in this matter, if there is anything I may have missed please feel free to contact me at work or home.

Sincerely





WISCONSIN CERTIFICATE OF VEHICLE REGISTRATION

This Registration Certificate is not a Title
and Valid for Transfer of Ownership

011

VEHICLE IDENTIFICATION NUMBER
[REDACTED]

VEHICLE IDENTIFICATION NUMBER
1G2NP52K91F [REDACTED]

EXPIRES END OF
Month Year
FEB 2002

YEAR MAKE BODY STYLE
2001 PONT 4DR
AMOUNT RECEIVED \$68888867.00

CLASS. VEH. VEHICLE TYPE
AUTO

PLANT NUMBER
[REDACTED]

First Number

REGISTERED IN

[REDACTED]

STEVENS POINT WI [REDACTED]

WISCONSIN CERTIFICATE OF TITLE FOR A VEHICLE

DEPARTMENT OF TRANSPORTATION

VEHICLE IDENTIFICATION NUMBER
1G2NP52K91F [REDACTED]

YEAR MAKE
2001 PONT

BODY STYLE VEHICLE TYPE PLANT NUMBER
4DR AUTO [REDACTED]

TITLE NUMBER
[REDACTED]

DATE TITLE ISSUED
03/22/2001

COUNTER
187

COUNTER DATE
03/08/2001

DISCLOSED AS ACTUAL

REGISTERED OWNER

[REDACTED]

STEVENS POINT WI [REDACTED]

The person, firm or corporation named on this Title has been duly registered as the legal owner of the vehicle described, subject to any
Security Interest (lien) shown. The order in which the Security Interests appear on this Title does not necessarily represent their priority.
SECURED PARTY

[REDACTED]

DIVISION OF MOTOR VEHICLES

Important - Buyer and Seller must complete the section below at time of sale

TITLE ASSIGNMENT AND MILEAGE, SELLING PRICE AND BRAND DISCLOSURE BY REGISTERED OWNER(S) SHOWN ABOVE

Federal and State laws require that the Seller state the mileage and provide written vehicle disclosure information in connection with transfer of ownership. Failure to complete a mileage statement, disclose required information, or providing a false statement may result in heavy fines and penalties and may make you liable for damages to the Wisconsin Dept.

SELLER (Print Name) Name signing as Seller

Print Seller Address, City, State, Zip if different than shown above

BRAND DISCLOSURE (all to be printed on label) Check all that apply:

- Fixed damaged vehicle, Previous police vehicle, Vehicle subject, Salvage vehicle

SELLING PRICE (Seller sets) \$

ODOMETER (How many miles) (Type in)

and by the best of my knowledge in miles mileage of this vehicle before one of the following statements is checked.

- The odometer reading reflects the amount of mileage in excess of its unaltered state. The odometer reading is NOT actual mileage. WISCONSIN ODOMETER DISCREPANCY

I, the seller, certify that to the best of my knowledge the information provided on this document is true and correct and that I have retained the vehicle odometer reading, brand disclosure, and selling price papers in compliance with federal and state law requirements.

Signature of Seller, Date

BUYER (Print Name) Print Name(s)

Buyer is a lessee, Print Name of authorized person signing as Purchaser

Print Buyer Address, City, State, Zip

Signature of Purchaser(s) Date

Signature of Seller, Date

If registered owner is a dealer and that equipment is through auction or salvage yard, complete the following.

Print Complete Auction Dealer Name or Salvage Yard Name, Auction or Salvage Yard No., Date (Date)

The Wisconsin Department of Transportation will not be responsible for false or fraudulent odometer statements made in the assignment of the Certificate of Title or for errors in recording by the Department. The department disclaims all warranties, express or implied, about the vehicle or operating conditions and any statements about vehicle equipment are only advertisements.

PURCHASER - Attach with every Wisconsin Application for Title to this document and mail or deliver immediately to the Wisconsin Department of Transportation.

MAIL ADDRESS - Wisconsin Dept. of Transportation, P.O. Box 7000, Madison, WI 53707-7000

FORM MV-1 (1/01) Issued by ch. 242, Wis. Stats.

QUESTIONS - Contact nearest Motor Vehicle Service Center or call (800) 282-1466

IMPORTANT

is affixed hereon this is a true and correct copy of the document as shown on the title and the information on the title is correct and true to the address shown on the title.



Customer Claim Form

Case Number : [redacted]
Contact Date : 08/05/04
Start Date :

Have you contacted the mfr regarding your claim? [X] YES [] NO

Customer Name Address

[redacted]
STEVENS POINT, WI
Day Phone [redacted]
Fax Number [redacted]
Customer Contact Info:

Evening Phone:
E-mail address:

Vehicle Information

Name(s) that appear on vehicle title: [redacted]
Is Vehicle titled to a business: no
Transmission Type: Automatic
Make: Pontiac/GMC Model: Grand Prix Model Year: 2001 Current Mileage: 11000
Vehicle Identification Number: 1G2W9252491E [redacted]
Selling Dealer/City/State: FRED MULLER, SCHOFIELD, WI
Insurance Carrier: Policy Number:
Has vehicle been in an accident/had body damage? Yes No X 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: 02/01/01 Mileage at purchase: 1400 Lease Date: Mileage at lease:
Purchased As: New Leased As:
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: N/A Leasing Company's Name:
Address: Address:
City/St/Zip: City/St/Zip:
Phone: () Phone:
Lienholder Acct #: Leasing Company's Acct #:

Resolution Sought

The customer would like the manufacturer to repurchase the vehicle and refund his money.
In full plus \$300.00 for interior-paint - full undercoating of car
Car was dangerous to use from odor and take it in they work
on it and 3-6 months shall have car brought in 2002 let
time and been in repair since

Signature of Owner(s): [redacted] Date 9-13-04

I am authorizing any representative to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

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

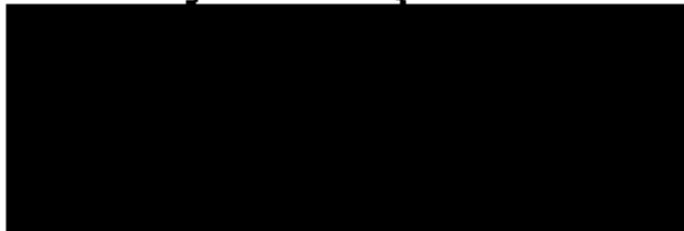
I was told on 9-13 from Maria CUFF that
As long as I am dealing a solution to the car
problem with her that BBB can not interfere
She and GM have been Delaying solution to this
problem since 2002 car first brought in and
car odor now has strong scent and become ill with
headache and stomach irritation. The car is unusable.

7-15-05

I called Mike service manager at Fred Mueller's and he said he would call me back, and he did he said that the problem is not fixable, and that they would not be able to take the car apart again and that I should call General Motors so that they would take it to the next step, and to let us know that there are several at Mueller's who know of the problem and that they are on our side of the problem, and that they would not be interested in re - sale of the car on their lot.

I called General Motors at 1-800-231-1841 and spoke to Heather Cooper at ext. 57250 she was extremely rude when I told her about the problem and told me that she would report the claim to the BBB and get that process started when I would not answer her question about whether we had an attorney or not, she got more frustrated and told me that she would not be interested in making another offer before the proceed of the BBB.

Sincerely





August 10, 2004

Re: [Redacted] Pontiac/GMC Division

[Redacted]
Stevens Point, WI [Redacted]

Dear [Redacted]

Recently you contacted BBB AUTO LINE about problems with your vehicle. We sent you a *Customer Claim Form* and asked you to return it. We have not received the completed form back from you. If you would like to file a claim, please complete the form and return it so that we receive it within 14 days from the date of this letter. If we do not hear from you within that time, we will assume your claim has been resolved.

Because we are very interested in the outcome of your complaint, if you choose not to return the *Claim Form* to us, please take a few moments to indicate your reason below and return this form to us:

My problem has been resolved.

My problem has not been resolved, but I do not wish to pursue my complaint through BBB AUTO LINE.

IF YOU HAVE ALREADY RETURNED YOUR DOCUMENTS, PLEASE DISREGARD THIS LETTER. Your documents can be faxed to 703.247.9700. If you have any questions, you can contact me at 800.955.5100.

Sincerely,

Ontra Roberson at Extension 514

**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).**