



STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

July 7, 2006

2006 JUL 25 PM 5:07

[Redacted]  
WALLINGFORD, CT [Redacted]

**COPY**

File #: 2006-5004  
Re: GM/ GENERAL MOTORS

Dear [Redacted]

Again, I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

**National Highway Traffic Safety Administration  
Office of Public Affairs and Consumer Services  
400 Seventh Street, S.W.  
Washington, DC 20590  
(800) 424-9393**

By copy of this letter, I have taken the liberty of forwarding your correspondence to the above agency. Please contact that agency directly if you have any questions or concerns regarding your complaint, and again, thank you for contacting this office.

Sincerely,

*Sonia Stewart*

Sonia Stewart  
Consumer Information Representative  
Trade Practices Division

CC: Ref.  
File

*Margaret  
7/28/06*

165 Capitol Avenue, Hartford, Connecticut 06106-1630  
TDD (Telecommunications Device for the Deaf): (860) 713-7240  
Internet Web Site: <http://www.ct.gov/dcp>  
An Affirmative Action / Equal Opportunity Employer

May 15, 2006

Wallingford, CT

Mr. Peter R. Gerosa  
GM Public Relations  
GM Corp.  
P.O. Box 100  
100 Renaissance Center  
Detroit, MI 48265-2000

Dear [REDACTED]

On August 22, 2001, I purchased a new 2001 Buick Park Avenue from Wallingford Buick-GMC, Wallingford, Scott Marshall suggested I write to you directly about my dissatisfaction with my car.

On April 16, 2006 the transmission went on my car. I had 35,769 miles on it. I went to Wallingford Buick and was told - sorry. It will cost you approximately \$2,800 for the installation of a rebuilt transmission since it is out of warranty. I realize the 3 year warranty was over, but to have a transmission go at less than 36,000 miles is unbelievable. I have since found out 2 people I know personally had the same problem with their 2001 Buicks. I'm also told there is a type of bulletin on the internet regarding these transmissions. I have had my car repaired - rebuilt transmission installed - by a private garage for \$1,800.

I was ready to buy a Lucerne, but Chris Brosnan at Wallingford Buick can tell you, but obviously this will not happen. If GM had had a recall or sent notices to owners to have the transmission checked I would be driving a Lucerne today.

Sincerely,

[REDACTED]