



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

10164939

ELIOT SPITZER
Attorney General

DIVISION OF PUBLIC ADVOCACY
CONSUMER FRAUDS & PROTECTION BUREAU

July 18, 2006

[REDACTED]

Rochester, NY [REDACTED]

Re: Our File No: [REDACTED]
Company: Bob Johnson Chevrolet Inc.

Dear [REDACTED]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

2006 JUL 25 PM 5:06

Edition
7/28/06

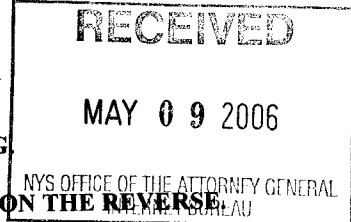


ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
INTERNET BUREAU
120 BROADWAY
NEW YORK, NY 10271-0332
TEL: (212) 416-8433 FAX: (212) 416-8369

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
(800) 771-7755 TDD (800) 788-9898

<http://www.oag.state.ny.us>



USE THIS FORM FOR INTERNET RELATED COMPLAINTS ONLY

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM AND SIGN THE VERIFYING STATEMENT ON THE REVERSE. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER

Name _____ Home Tel _____ Bus. Tel. _____
 Street Address _____ E-mail address _____
 City/Town ROCHESTER County MONROE State NEW YORK Zip _____

COMPLAINT

Name of Seller or Provider of Services <u>BOB JOHNSON CHEVROLET INC.</u>	Name of Other Seller or Provider of Services _____
Street Address <u>1271 RIDGE ROAD WEST</u>	Street Address _____
City/Town <u>ROCHESTER</u> State <u>NY</u> Zip <u>14615</u>	City/Town _____ State _____ Zip _____
Telephone <u>(585) 663-4040</u> E-mail address _____	Telephone _____ E-mail address _____

Website address of the person/company involved: http://www.

Date of Transaction 25 APRIL 2006 Total cost of product or service \$ 3000.00 How paid (Check those which apply)
 Cash Check Credit card Other

Did you enter into a contract? Yes No Date _____ Duration of contract _____

Was product or service advertised? Yes No Date of advertisement: _____
 If yes, please describe the nature of the advertisement (e.g., free trial offer, mailing, web posting, e-mail, newspaper/magazine ad) and attach copies of the advertisement, screen printout and/or mailing.

Date you complained to company or individual _____ Person Contacted _____ Job Title _____
 By mail By e-mail By telephone In person Other
 Nature of Response "WORKING ON IT" Date of Response 1 MAY 2006

Has matter been submitted to another agency or attorney? Yes No If yes, give name and address:
CHEVROLET, PO BOX 33170, DETROIT, MI 48232-5170
 Is court action pending? Yes No

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

ON THURSDAY, 20 APRIL 2006 OUR 2000 CHEVY ASTRO VAN LOST IT'S STEER [REDACTED]
ON ATLANTIC AVE, VIRGINIA BEACH, VIRGINIA. THE FRONT WHEELS TURNED TO AN
IMMEDIATE RIGHT AND THE STEERING WHEEL LOCKED. I HAD THE VEHICLE
TOWED TO RK CHEVROLET IN VIRGINIA BEACH. ON 21 APRIL, I RECEIVED A PHONE
CALL FROM RK REPORTING THAT THE DKS STEERING UNIT RIPPED OUT OF THE
FRAME. THEIR TECHNICIANS HAD NEVER SEEN ANYTHING LIKE IT. THEY CONCLUDED
THAT THEY COULD MAKE A TEMPORARY REPAIR BY WELDING A PLATE ONTO THE
FRAME SO THAT WE COULD RETURN TO ROCHESTER. THE SAFETY RATING WAS
GIVEN BY RK THAT WE WOULD BE SUCCESSFUL ON OUR RETURN TRIP OF
80%, BUT WE SHOULD NOT DRIVE THE VEHICLE OVER 60 MPH. ANOTHER
OPTION WAS PRESENTED FOR A COMPLETE REPAIR OF PULLING THE ENGINE, REMOVING
A SUBASSEMBLY, REPLACING THE SUBASSEMBLY, REATTACHING THE STEERING
UNIT TO THE SUBASSEMBLY AND VEHICLE FRAME FOR \$1900, BUT IT COULD
NOT BE COMPLETED FOR ANOTHER WEEK. WE DROVE HOME FRIDAY NIGHT. I WENT
TO BOB JOHNSON MONDAY, 24 APRIL AND DESCRIBED THE INCIDENT. AN APPT
WAS MADE FOR WEDNESDAY 26 APRIL FOR REVIEW AND ANALYSIS. IT WAS INFORMED
THE THE REPAIR COST WOULD BE \$3000. THE VEHICLE HAS 70K MILES AND
IT IS BEYOND NORMAL WARRANTY AND EXTENDED WARRANTY. I RENTED THE
VEHICLE FROM BOB JOHNSON CHEVROLET ON 26 APRIL AND CONTACTED
CHEVROLET IN DETROIT, MI VIA EMAIL BECAUSE I BELIEVE THAT IF STEERING
THE DETACHES FROM THE FRAME OF THE VEHICLE IT IS A MANUFACTURER'S
DEFECT. NEITHER DEALERSHIP HAD SEEN THIS PROBLEM BEFORE. IF
THIS VEHICLE HAD BEEN ON A MAJOR HIGHWAY DOING 65 MPH IN THE
PASSING LANE AND THE WHEELS LOCKED RIGHT, IT SURELY WOULD HAVE
BEEN BROADSIDED, TIPPED OVER AND ADDED 28 GALLONS OF GASOLINE
TO THE ACCIDENT SCENE, NOT TO MENTION A NUMBER OF FATALITIES
CHEVROLET HAS CONTACTED ME SEVERAL TIMES BETWEEN 26 APRIL AND
2 MAY TO SAY "THEY ARE WORKING ON IT", BUT I HAVENOT RECEIVED ANY
CORRECTIVE ACTION. I BELIEVE THAT CHEVROLET SHOULD BE ACCOUNTABLE
FOR THE \$3000 REPAIR WITH THIS VEHICLE, AND NOTIFICATION TO OTHER
ASTRO VAN OWNERS THAT THERE IS THE POTENTIAL FOR STEERING FAILURE

Briefly describe your complaint

PLEASE SEE BACK OF PAGE #1

What form of relief are you seeking? (e.g. refund, repair, etc.) REPAIR

Who referred you to this office? INTERNET

READ THE FOLLOWING BEFORE SIGNING BELOW:

Please attach to this form COPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.) DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:



Date:

2 May 06

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return completed form to:

Office of the Attorney General
Internet Bureau
120 Broadway
New York, NY 10271-0332