



STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

December 7, 2006

COPY

[Redacted]
[Redacted]
MIDDLETOWN, CT [Redacted]

File #: 2006-8128
Re: GENERAL MOTORS

Dear [Redacted]:

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**

Please send your complaint directly to that agency and contact them if you have any questions or concerns regarding your complaint.

Sincerely,

Sonia Stewart

Sonia Stewart
Consumer Information Representative
Trade Practices Division

CC: Ref.
File

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

mc
12/27/06
COC

2006-8128

General Motors
P.O. Box 33170
Detroit MI 48232-5170

03 OCT 27 01 9: 20

October 23, 2006

[REDACTED]
Middletown CT [REDACTED]
[REDACTED]

STATE OF CONNECTICUT
CONSUMER PROTECTION
TRADE PRACTICES DIV

2006 OCT 26 A 10: 53

RECEIVED

To Whom It May Concern:

I have just spent the last hour on the phone with Chevrolet Customer Service and now I am completely disappointed. The first person I spoke to was pretty much useless and her use of the American language, made me wonder why I purchased an American made car. I go out of my way to purchase American made cars. It is important to me.

The second person Alfred Belzunce spent so much time apologizing that he forgot to do his job. I don't want to hear that I received goodwill service from Jackson Chevrolet, that goodwill service was for a defective airbag. It had a recall number associated with it. I don't want some bogus up to \$200 one time use credit.

I spent \$235.96 on a window motor replacement. This is because GM initially put a defective window motor in my car. At 43,000 a window motor should not go bad and the only reason it went bad was because of inferior products being used by GM.

I am extremely disappointed in the service I have received by the Customer Service Dept at Chevrolet and un-fortunately the people going to suffer at the technicians at Jackson because next time I get one of those stupid survey's. My marks will be low, why because I pulled money out of my pocket to fix this window and I should not have had to. GM should not use a inferior 2nd hand part supplier or be prepared to better handle these types of equipment failures. Was this inferior part made in the US or was it made by some overworked person in some third world country?

The entire procedure I had to endure was taxing and by the end I was disgusted with both the consolation offer and the length of time it took to investigate this. If you care to investigate this further the Service Request number was: 1-439672514. When I left the call I had no idea what was the next step of the service representative, he said he was going to close the ticket as dissatisfied. Well that says a lot for customer service.

Sincerely
[REDACTED]
[REDACTED]

Cc: Jackson Chevrolet

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).