

Dear United States Government, 1-19-07

I am writing in frustration of my car purchased new in 2002. I am sending you all the needed work ^{done} on car and still the same problem exists today. ABS and traction light and and service engine light on.

Everytime I start my car I can't believe this still continues. I should have realized I had a lemon when the transmission was replaced 2 months after purchase. After that it was constant ABS lights going. Had I not purchased the expensive warranty I'd not be able to afford to even drive the car. Here's the buyers agreement which I never did understand ^{what} the balance owed on trade being so high since I was leasing it.

CL-10182677-1823

mc
2/7/07
cc

Either way I certainly feel I have paid over and over for this car. I now lie to my father (who bought a Buick at the same time) about problems with my car. His car has never had an ounce of trouble and reminds me constantly. The second to last visit I had to have the car towed in, it wouldn't even start. 2 weeks later I'm back there again with an expired warranty. Minimum cost would be over \$900. This time, I'd just spent \$450⁰⁰ two weeks prior.

I can't take my car on a family vacation because of this never ending problem.

I told Spitzer I couldn't afford it they were rude and put it back together again and charged me \$71.⁰⁰

Thanks for nothing Spitzer I said.

Please help me.

12/20/2006

HISTORY LISTING

3030

10:01:19

PAGE 6

CORRECTION : ROTATE FOUR TIRES

JOB NUMBER : 3 OPERATION 01CVZ01 OP. DESC. MISC

SALE TYPE : C TECHNICIAN NO(S). 9006

COMPLAINT :

PLEASE INSTALL FRONT LICENCE PLATE

CORRECTION : INSTALL FRONT LICENCE PLATE

R.O NO. : 164648

R.O DATE : 07/01/2002

R.O TYPE : S

MILEAGE : 3566

ADVISOR NO. : 18618

JOB NUMBER : 1 OPERATION 01CVZZLOF

OP. DESC. LUBE/OIL/FILTER

SALE TYPE : C TECHNICIAN NO(S). 9006

COMPLAINT : LUBE OIL FILTER CHANGE

CAUSE :

CORRECTION : DID LUBE OIL FILTER CHANGE

R.O NO. : 163394

R.O DATE : 05/16/2002

R.O TYPE : S

MILEAGE : 783

ADVISOR NO. : 18618

JOB NUMBER : 1 OPERATION 40CVZ

OP. DESC. ENG MECHANICAL WORK

SALE TYPE : W TECHNICIAN NO(S). 9959

COMPLAINT : CUSTOMER STATES IDLE SURGING VERY ERRATICALLY

CAUSE : VERIFY CONCERN - ROADTEST - FOUND CAR NOT SHIFTING INTO 3RD
GEAR - REPLACE VALVE BODY PER SERV. BULLETIN02-07-30-013
ROADTEST STILL NO 3RD GEAR- REPLACE 2-3 SHIFT SOLENOID AND
REPLACE TRANS FILTER AND FLUID- ROADTEST STILL NO 3RD GEAR
CONTACT TAN(CASE 5613481) MIKE KLATT) ORDER SRTA TRANS
PER TAN

CORRECTION : REPLACE TRANSMISSION - ROADTEST SHIFTER CORRECTLY AT THIS
TIME - ALIGN AND SET TOE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
163394 K7000

JOB NUMBER : 2 OPERATION 21CVZRENT

OP. DESC. CAR RENTAL

SALE TYPE : W TECHNICIAN NO(S). 18618

COMPLAINT : RENTAL

CORRECTION : RENTAL

PART WAS CROSS SHIPPED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
163394 Z7907

transmission

R.O NO. : 179202 R.O DATE : 02/03/2004 R.O TYPE : S
MILEAGE : 27051 ADVISOR NO. : 18618

JOB NUMBER : 1 OPERATION 01CVZZLOF OP. DESC. LUBE/OIL/FILTER
SALE TYPE : C TECHNICIAN NO(S). 4051
COMPLAINT : LUBE OIL FILTER CHANGE
CAUSE :
CORRECTION : DID LUBE OIL FILTER CHANGE

JOB NUMBER : 2 OPERATION 01CVZ01 OP. DESC. MISC
SALE TYPE : I TECHNICIAN NO(S). 4051
COMPLAINT : CUSTOMER STATES THAT ABS LIGHT IS ON
CORRECTION : DID NOT CHECK AT THIS TIME- WILL NEED AT LEAST 1 HOUR TO
DIAGNOSE CONCERN

R.O NO. : 175017 R.O DATE : 08/12/2003 R.O TYPE : S
MILEAGE : 20812 ADVISOR NO. : 18618

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. STEERING/SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 5420
COMPLAINT : CUSTOMER STATES THAT THERE IS A CLUNKING IN THE STEERING
WHEEL WHEN TURNING EITHER DIRECTION
CAUSE : VERIFY CONCERN - FOUND STEERING SHAFTMAKING NOISE
CORRECTION : LUBRICATE STEERING SHAFT PER BULLETIN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
175017 E7700

JOB NUMBER : 2 OPERATION 20CVZ OP. DESC. WHEEL AND TIRE WORK
SALE TYPE : C TECHNICIAN NO(S). 5420
COMPLAINT : PLEASE CHECK TIRE PRESSURES
CORRECTION : CHECKED AND ADJUST ALL TIRE PRESSURE GOOD AT THIS TIME
AT 33 P.S.I.

R.O NO. : 168369 R.O DATE : 11/18/2002 R.O TYPE : S
MILEAGE : 8769 ADVISOR NO. : 16285

JOB NUMBER : 1 OPERATION 01CVZZLOF OP. DESC. LUBE/OIL/FILTER
SALE TYPE : C TECHNICIAN NO(S). 9006
COMPLAINT : LUBE OIL FILTER CHANGE
CAUSE :
CORRECTION : DID LUBE OIL FILTER CHANGE

JOB NUMBER : 2 OPERATION 01CVX15H OP. DESC. ROTATE
SALE TYPE : C TECHNICIAN NO(S). 9006
COMPLAINT : CUSTOMER STATES PERFORM FOUR TIRE ROTATION
CAUSE : SCHEDULED SERVICE

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).