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2007 AUG -5 10 10 4
State of North Carolina

**ROY COOPER
ATTORNEY GENERAL**

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free in NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

July 27, 2007

General Motors
Chevrolet Motor Division
P O Box 33170
Detroit, MI 48232-5170

RE: File No. 0708040

[REDACTED]
[REDACTED]
Rocky Mount, NC [REDACTED]

Dear Sir:

Enclosed is a copy of correspondence received by this office regarding your company. Please review and respond in writing within ten (10) business days after receipt of this letter as to your position on this matter. In your response refer to File Number 0708040.

Very truly yours,

Patricia T. Jones
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

Enclosure

cc: [REDACTED]
NHSTA
Hubert Vester Chevrolet

AA
8/3/07
CC

**STATE OF NORTH CAROLINA
CONSUMER
COMPLAINT
(Motor Vehicle)**

MAIL TO:
JUL 23 2007
CC: NHTSA

CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
9001 MAIL SERVICE CENTER
RALEIGH, NC 27699-9001
TELEPHONE: (919) 716-6000
TOLL-FREE IN NC: (877) 566-7226

SECTION 1: Your Information

Mr. <input checked="" type="radio"/> Mrs. <input type="radio"/>	Last name	First	MI
Mailing address			
City	State	Zip code	Country, if not US
Day phone number, including area code	Evening phone number, including area code	Fax number, including area code	
Country of residence	E-mail address	Cell phone, including area code	

SECTION 2: Information About Company Against Which You Are Complaining

Full name of company			
Mailing address			
City	State	Zip code	Country, if not US
Telephone number, including area code	Fax number, including area code		

SECTION 3: Complaint Information (complete any blocks which apply to your complaint)

Year	Make	Model	VIN#	Mileage
04	Chevrolet	Malibu / 4 door	1G1Z4548041	56,890
Is your complaint about:			Date of: (check all that apply)	
<input type="checkbox"/> New car sales practices <input type="checkbox"/> Used car sales practices <input type="checkbox"/> Warranty <input type="checkbox"/> Repossession <input type="checkbox"/> Towing <input checked="" type="checkbox"/> Manufacturing Defect <input type="checkbox"/> Repairs <input type="checkbox"/> Financing or leasing? <input type="checkbox"/> Damage Disclosure <input type="checkbox"/> Title Issues			<input type="checkbox"/> purchase: _____ <input type="checkbox"/> repair: _____	
Did you buy your vehicle:		Where Financed (if relevant). Include Address:		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used <input type="checkbox"/> As Is?		Nuvel Credit Corp		
Did you sign a lease?		If yes, please give the following		Expiration date
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
Total amount paid	Amount in dispute	How was payment made:		
		<input checked="" type="checkbox"/> Cash <input checked="" type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input type="checkbox"/> Finance agreement <input type="checkbox"/> Other		
Did you buy an extended service contract?		If yes, name of company responsible for extended service contract or warranty		
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>				
If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.)				
Before any work was performed, did you receive an estimate? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Did you authorize any changes to the original estimate? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, provide details on the next page				
Were the completed repairs different from what you had authorized? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, provide details on the next page				

SECTION 4: Information About the Transaction

How was initial contact made between you and the business?	Where did the transaction take place?
<input checked="" type="checkbox"/> I went to company's place of business <input type="checkbox"/> I received a telephone call from business <input type="checkbox"/> I received information in the mail or by fax <input type="checkbox"/> I responded to radio/television ad <input type="checkbox"/> I responded to printed advertisement <input type="checkbox"/> I responded to a Website or e-mail solicitation <input type="checkbox"/> I attended a trade show or convention <input type="checkbox"/> Other	<input checked="" type="checkbox"/> At my home <input type="checkbox"/> At company's place of business <input type="checkbox"/> By mail <input type="checkbox"/> Over the phone <input type="checkbox"/> Via computer (website or e-mail) <input type="checkbox"/> Trade show or hotel <input checked="" type="checkbox"/> Other <i>While traveling over highway</i>

SECTION 5: Details of Complaint (use additional sheets if necessary)

See Attachments

SECTION 6: Resolution Attempts You Have Made

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted <u>Hubert Lamn</u>	His/her phone number, incl. area code <u>(252) 291-2111</u>
Results <u>Have taken it to them for the last 2 yrs. The problem is still going</u>		
What result would you consider fair? <u>Transfer everything to another car</u>		
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney <u>N/A</u>	Attorney's number, incl. area code ()
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result?		

SECTION 7: Important Information

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature 

Date: 7/18/07

Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001

DATE: July 19, 2007

TO: Attorney's General Office
Consumer Protection Division

SUBJECT: Car Problems for last 2 years

FROM: [REDACTED]

I [REDACTED] am sending in a complaint on my 2004 Chevrolet 4 door Sedan. About 2 years ago I started going back and forth to Wilson NC asking them to check my car out for noises that are going on in Steering wheel. First, they told me that there was no noise in the steering wheel. So after that I took it back again and told them to keep that car because there was a noise in the steering wheel, so that time I got a car off the lot to drive until they hear the noise. Again, all they kept on doing is driving all of my gas out of my car and still they kept on telling me the same thing.

Then, one man who was the manager told me that it was a noise you hear when you buy a new car. I told him that car was not new. It had 11,590 on it when I got it. I got the car back again and before I could drive off with my car it was there again. So this went on for a while. Then, I began to get frustrated with them kept on telling me that there was not any noise in my steering collar. And they kept on saying the same thing. So now after going back and forth and they claim to not hear the noises. I went back down there about a month ago and the man that changed my oil came to me and, told me that there was a noise in my steering collar. I went on a Saturday to get it changed, after her told me that I turned and look at the man and asked him what do he want me to do? He told me to bring the car back and they would take a look at it. So I took the car back and they kept my car for a whole week.

I called back to see what was going on and Mr. Herber Lamn told me that they was working on it because they hear the noise but they couldn't find out where it was coming from. So after keeping the car for a whole week, I got the car back and one day after getting it back the noise was there again. I was driving down the road and my daughter reach over and turned down the radio and told me that she heard the noise again. When they went into my steering collar they found some looseness' in the collar that right there is enough to say that I need to be taken out of that car and switch to another one. I don't care what they replaced in my car the noise is still there. Mr Herber Lamn said he understand what I a talking about. And he is the man that works behind the counter. He said that if you need to speak to him he can be reached @ 252-291-2111.

I need this problem fixed so that there want be no accidents with looseness in my steering collar. This scares me when I am driving my car. I asked them what if they was driving a car with noise in the steering collar what would they do. Of course they would not give me no answer because I know if this was happening to them they would make sure the problem get fix. Please contact me [REDACTED] and we can talk further more about this. I have highlighted some of what they have done to the car overall. As you can see

that I have been having problems every since I have had this car. Please help me in anyway you can. I'll discuss anything else if you have any questions. I just don't want to keep on driving a car that looseness keeps coming in the steering collar. And when I go back and forth down there they keep on telling me that if I am having that many problems then I need to trade it in. I told them that's what they want, so they want have to fix the problem. I am not trading that car in; I just want the problem fixed. No one else I know is having that kind of problems with their car. So why I can't get mines fixed? Please help me out with this problem. We can discuss anything further when I hear form you all.

[REDACTED]
[REDACTED]
Rocky Mount, NC [REDACTED]

H# [REDACTED]

C# [REDACTED]

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).