



CL-10207206-9941

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2007 OCT 23 AM 8:10

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

October 15, 2007

[REDACTED]

Bohemia, NY [REDACTED]

Our File Number: 2007-657575
Company: GM Chevrolet Division

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,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

NM
10/23/07
KB



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898
<http://www.oag.state.ny.us>

RECEIVED BY
CONSUMER FRAUDS & PROTECTION BUREAU
OCT 01 2007
MY OFFICE IS AT THE ATTORNEY GENERAL
NEW YORK CITY OFFICE

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. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER	
YOUR NAME [REDACTED]	
HOME TELEPHONE NUMBER [REDACTED]	
STREET ADDRESS [REDACTED]	
BUSINESS TELEPHONE NUMBER	
CITY/TOWN Bohemia	COUNTY Suffolk
STATE NY	ZIP [REDACTED]
COMPLAINT	
NAME OF SELLER OR PROVIDER OF SERVICES GM Chevrolet Division	
NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS 100 Renaissance Center P.O. Box 100	
STREET ADDRESS Detroit	
CITY/TOWN Detroit	STATE MI
ZIP 48265-1000	CITY/TOWN STATE ZIP
TELEPHONE NUMBER 866-790-5700 x-21374	
TELEPHONE NUMBER	
DATE OF TRANSACTION 8-27-07	COST OF PRODUCT OR SERVICE \$ 0
HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT? ☐ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT?
DATE SIGNED	
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☐ No	WHERE WAS IT ADVERTISED?
DATE ADVERTISED	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Car	
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL ☐ By Mail ☒ By Telephone ☐ In Person	PERSON CONTACTED Latisha Fabian
JOB TITLE Customer service	
NATURE OF RESPONSE Will not fix unless I pay for diagnosis/ not a recall	
DATE OF RESPONSE 8/27-9/14/07	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No Consumer Affairs & BBB	
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No	
ADDITIONAL INFORMATION	
MANUFACTURER OF PRODUCT GM	PRODUCT MODEL OR SERIAL NUMBER 1G1ND52J3Y6150893/ Chevy Malibu
ADDRESS same as above	WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

See attached letter

also attached copy of GM Letter
+ copy of web page print out
from NHTSA.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) problem repaired
or reimbursement for having problem fixed myself

WHO REFERRED YOU TO THIS OFFICE? _____

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled 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 firm 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.

Date: 9-28-07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-8332

ATTORNEY GENERAL ANDREW M CUOMO
STATE OF NY
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 BROADWAY, 3RD FLOOR
NEW YORK, NY 10271-0332

IN JULY 2004, I BOUGHT A USED 2000 CHEVY MALIBU. I RECEIVED A LETTER (ENCLOSURE LETTER 04098) FROM GENERAL MOTORS, IN DECEMBER 04; CONCERNING THE SIGNALS/HAZARD FLASHERS. IN THEIR WORDS "THIS LETTER IS INTENDED TO MAKE YOU AWARE THAT SOME 2000 MODEL YEAR CHEVROLET CLASSIC VEHICLES MAY HAVE A CONDITION WHERE THE TURN SIGNAL/HAZARD FLASHER BECOME INOPERATIVE"

THE LETTER WENT ON TO EXPLAIN THIS IS NOT A RECALL AND THAT IF MY VEHICLE EXPERIENCES THIS CONDITION I SHOULD TAKE IT TO MY LOCAL DEALER TO BE FIXED AT NO CHARGE TO ME; AS LONG AS THE VEHICLE IS UNDER 10 YEARS OLD AND HAS LESS THEN 150,000 MILES ON IT

IT WAS APPROX, 7 MONTHS AFTER RECEIVING ABOVE MENTIONED LETTER; MY MALIBU BEGAN EXPERIENCEING THE CONDITION MENTIONED IN THE LETTER. I QUICKLY PULLED THE GM LETTER OUT OF MY FILES AND MADE AN APPOINTMENT WITH MY LOCAL DEALER.

ON AUGUST 9, 2005, SUN AUTO GROUP IN BOHEMIA NY; REPLACED THE HAZARD WARNING SWITCH AND THE CONDITION WAS REPAIRED.

LESS THEN 2 YEARS LATER MY VEHICLE BEGAN EXPERIENCING THE SAME CONDITION. I CALLED THE SAME DEALER, MAKING AN APPOINTMENT FOR AUGUST 28, 2007. THE REP., WHEN DROPPING MY CAR OFF, INFORMED ME; THE SERVICE WOULD NOT BE COVERED. HE SUGGESTED CALLING THE MANAGER THE NEXT DAY OR CALLING GM.

I DID AS SUGGESTED AND CALLED THE # ON THE LETTER. I EXPLAINED TO LATISHA, THAT MY CAR STILL HAS UNDER 150,000 MILES ON IT AND IT IS LESS THEN 10 YEARS OLD; SO IN ACCORDANCE WITH THE LETTER MY CAR NEEDS TO BE FIXED. I WAS GIVEN A SERVICE REQUEST # (#71-55-111-7186) AND LATISHA SAID SHE NEEDED TO DO RESEARCH AND WOULD GET BACK TO ME IN A COUPLE DAYS.

THIS WENT BACK AND FORTH FOR A FEW WEEKS, WITH ME FINALLY TALKING TO LATISHA'S SUPERVISOR TRISHA. EACH TIME WE SPOKE, THEY WOULD TELL ME THE CAR NEEDED TO BE DIAGNOSED. I INFORMED THEM THAT IN ACCORDANCE WITH THE LETTER AND HOW IT IS WRITTEN THEY ARE OBLIGATED TO FIX THE CONDITION, AS THE LETTER SAYS. I

I WAS NOT GOING TO GIVE GM OR THE DEALER AN OPPORTUNITY TO PLAY GAMES. DROPPING MY CAR OFF FOR DIAGNOSIS LEAVES A VERY BIG WINDOW OPEN FOR THEM. FOR INSTANCE, I DROP OFF THE CAR FOR DIAGNOSIS; THE DEALER SAYS YES IT WAS THE HAZARD SWITCH, BUT THIS TIME THE PROBLEM WAS A ZIG INSTEAD OF A ZAG, LIKE LAST TIME. THEN THEY DO NOT HAVE TO FIX IT AND I AM RESPONSIBLE TO PAY FOR THE DIAGNOSIS. I WAS NOT GOING TO LET THAT HAPPEN.

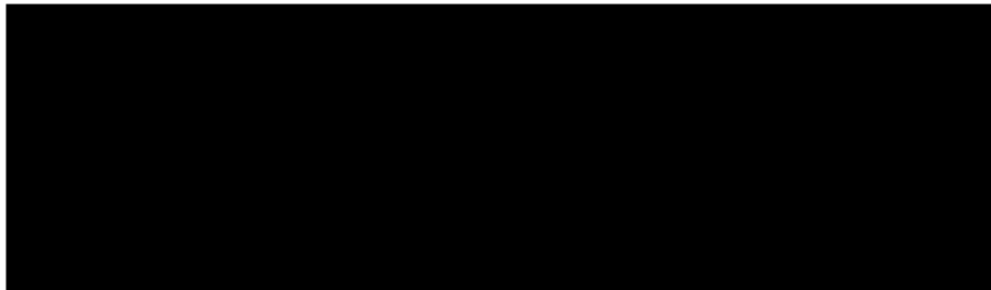
MY CAR HAS LESS THAN 150,000 MILES ON IT AND IT IS LESS THEN 10 YEARS OLD. IN GM'S OWN WORDS, ACCORDING THOSE CRITERIA; I SHOULD BE ABLE TO DROP OFF MY CAR TO BE FIXED AT NO COST TO ME.

MY LAST CORRESPONDENCE, WITH LATISHA AND TRISHA WAS APPROX A WEEK AGO. AT THE END OF THE CONVERSATION I TOLD TRISHA "I AM NOT REFUSING TO BRING MY CAR IN. I AM REFUSING YOUR DISREGARD FOR THE LETTER AND THE DIAGNOSIS. IF GM DOES NOT WANT TO HONOR THE LETTER AND DO AS THE LETTER STATES, I WILL HANDLE THE PROBLEM ON MY OWN." I WENT ON TO SAY "I WILL ALSO BE INFORMING THE ATTORNEY GENERALS OFFICE, THE BBB, & CONSUMER AFFAIRS HOW GM REFUSES TO LIVE UP TO THEIR OBLIGATIONS; AND THAT I WILL NEVER BUY ANOTHER GM PRODUCT"

I HAVE HAD NO MORE CORRESPONDENCE WITH LATISHA OR TRISHA AND I AM IN THE PROCESS OF PURCHASING THE PART TO FIX THE PROBLEM ON MY OWN.

IN DOING RESEARCH TO FILE A COMPLAINT I HAVE CAME ACROSS INFO FROM THE DOT AND NHTSA. ACCORDING TO THEIR INFORMATION THIS WAS A RECALL. IT WAS GM RECALL # 03043, YET GM CONTINUES TO SAY IT IS NOT A RECALL. THIS IS EXACTLY WHY I REFUSED THEM DOING A DIAGNOSIS; THESE KINDS OF GAMES.

PROBLEMS LIKE THIS AND GM'S DISREGARD FOR THERE WORK, AND WORD, IS EXACTLY WHY THEY ARE ON THE VERGE OF STRIKE AND GOING UNDER.



**Office of Defects Investigation**

Recalls - Search Results

Report Date : September 25, 2007 at 07:41 AM

NHTSA Campaign ID number : 63V327000

Malware / Modelling :

CHEVROLET / MALIBU

OLDSMOBILE / ALERO

PONTIAC / GRAND AM

Model/Build Years

2000-2001

2000-2001

2000-2001

MANUFACTURER : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 03V327000

Mfr's Report Date : AUG 27, 2003

Component: EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS:SWITCH

Potential Number Of Units Affected : 670740

Summary

CERTAIN PASSENGER VEHICLES HAVE HAZARD WARNING SWITCHES THAT MAY EXPERIENCE SOLDER JOINT CRACKING CAUSED BY RAPID TEMPERATURE TRANSITIONS AND THE SOLDERING PROCESS. IF SOLDER JOINT CRACKING OCCURS AND RESULTS IN AN OPEN CIRCUIT, THE TURN SIGNALS/HAZARD LAMPS BECOME INTERMITTENT OR INOPERATIVE.

CONCLUSIONS

WHEN THE TURN SIGNALS ARE INOPERATIVE, THE DRIVER CANNOT USE THEM TO SIGNAL INTENT TO TURN THAT COULD RESULT IN A CRASH.

Remember:

DEALERS WILL REPLACE THE HAZARD WARNING SWITCH. OWNER NOTIFICATION BEGAN ON FEBRUARY 5, 2004. OWNERS SHOULD CONTACT CHEVROLET AT 1-800-630-2438, PONTIAC AT 1-800-620-7658, OR OLDSMOBILE AT 1-800-630-6537.

Abstract

GM RECALL NO. 03043, CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



December 2004

Dear Chevrolet Customer:

As the owner of a 2000 model year Chevrolet Classic, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2000 model year Chevrolet Classic vehicles may have a condition where the turn signal/hazard warning flashers become inoperative.

This is not a recall. Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the turn signal/hazard warning flashers. If this condition occurs on your 2000 Chevrolet Classic within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special policy condition.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure
04098

update info
when go on Aug 28
Sun Aug 28
7452
589-3102

