



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-0007

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

02-NOV-2007

Repository ☐

Reference No.

10207731

OWNER INFORMATION (Type or Print)

Name

Address

City

ANTWERP

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
In the absence of an auth
Signature of Owner

to the manufacturer of your vehicle?

☒ YES

☐ NO

Provide your name or address to the vehicle manufacturer.

Date 11/15/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3G7DB03E13S

Make

PONTIAC

Model

AZTEC

Model Year

2003

Date Purchased
19-OCT-06

Dealer's Name and Telephone Number
FRENCHIE'S CHEVROLET, INC.

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

MASSENA

State

CA

Zip Code

13662

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

034300 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-OCT-2006

Failure Mileage
68180

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 PONTIAC AZTEC. ON OCTOBER 26, 2006, THE CONTACT HEARD A RATTLING NOISE AND NOTICED WATER ON THE FLOOR OF THE FRONT PASSENGER SIDE OF THE VEHICLE. SHE TOOK THE VEHICLE TO THE DEALER THREE TIMES FOR THESE FAILURES. SOON AFTER HER WARRANTY EXPIRED, SHE WAS INFORMED THAT A BLOWER MOTOR WAS NEEDED FOR THE A/C SYSTEM AND SHE PAID FOR THE REPAIR. ON JANUARY 9, 2007, THE VEHICLE WAS TOWED TO A MECHANIC BECAUSE IT WOULD NOT START. THE MECHANIC STATED THAT SHE NEEDED A BATTERY. ON OCTOBER 30, 2007, THE VEHICLE WAS TAKEN TO THE DEALER FOR WINTERIZING AND REGULAR SERVICE MAINTENANCE. A NOISE WAS HEARD IN THE REAR OF THE VEHICLE AND IT WAS DISCOVERED THAT THE REAR DIFFERENTIAL NEEDED TO BE REPLACED. THE CONTACT PAID [REDACTED] FOR THE REPAIR. THE CURRENT MILEAGE WAS 76,143 AND FAILURE MILEAGE WAS 68,180.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE 2003 PONTIAC AZTEC VIN # 3G7DB03E1 [REDACTED] THAT I PURCHASED FROM FRENCHIE'S CHEVROLET, INC., 255 EAST ORVIS STREET, HASSENA NY 13662 ON SEPT. 18, 2006 AT 65001 MILES WITH A 60 day warranty had water leaking from passengerside dashboard into floor carpet indicative of an a/c blower motor malfunction that I had to replace after the warranty (93960 miles) expired (see receipt from TRAPP'S GARAGE on 8/10/07 for [REDACTED], I ALSO replaced a bad battery that came with the SUV after the warranty expired (68,180 miles) at the FRENCHIE'S dealership (see receipt from FRENCHIE'S on 1/09/07 for [REDACTED]). THE WARRANTY WAS STILL ACTIVE WHEN I LEFT THE SUV AT FRENCHIE'S BECAUSE OF front and rear noises (66339 miles) THAT I heard on SEPT. 18, 2006 test drive with FRENCHIE'S SALESMAN ERNIE AND later on 3 separate occasions that their mechanics said was OK ATTACH ADDITIONAL SHEETS IF NECESSARY (I only have documentation on 12/19/06 at FRENCHIE'S). TRAPP'S GARAGE ON OCTOBER 30, 2007 found a serious malfunction after test driving the SUV when I took it in for winterizing (46143 miles) they pinpointed the noises that I had been hearing in the rear end and I had to replace the rear differential assembly for [REDACTED] FRENCHIE'S SOLD ME A VEHICLE WITH DANGEROUS AND COSTLY malfunctions.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

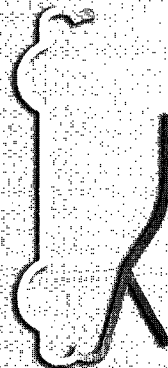
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**

nhtsa
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TYPE OF SALE	
☐ WHOLESALE OR ☒ RETAIL:	
☐ New ☐ Used ☐ Demo ☐ Salvage	

New York State Department of Motor Vehicles
RETAIL CERTIFICATE OF SALE

No. **26380370**

VEHICLE INFORMATION:

Year 2003	Make PONTIAC	Model AZTEK	Body Type SUBN	Color BK	Weight (Unladen) 3984	Fuel Type: GAS	Cylinders 6	Adult Seating Capacity 5
Vehicle Identification Number 3G7D943E13		Lien(s) L0	Inspection Certificate Number 0936922		Date of Inspection 09/18/2006		Inspection Station Number 7006252	
Plate/Permit Number C3		Number of Dealer Plate Loaned N/A		☐ Lease Buyout (Insp. Not Required)		Selling Price \$ [REDACTED]		

DEALER INFORMATION (Print Name and Address)

FRENCHIE'S CHEVROLET, INC. 255 E. ORVIS ST MASSENA NY 13662

PURCHASER INFORMATION (Print Name and Address)

[REDACTED] MASSENA NY [REDACTED] Date of Sale **09/18/2006**

PRIOR OWNER INFORMATION (Print Name and Address Source of Ownership)

[REDACTED] MASSENA NY [REDACTED] Date of Purchase **07/11/2006**

ODOMETER DISCLOSURE STATEMENT

Federal and state laws require that you state the mileage of the vehicle described on this certificate, when transferring ownership. Failure to do so, or not telling the truth about the mileage may result in fines and/or imprisonment.

The odometer on the vehicle described above has: ☐ 5 digits ☒ 6 digits, not including tenths

ODOMETER READING				
6	5	0	0	1

(no tenths)

☒ I certify that, to the best of my knowledge, this odometer reading reflects the "ACTUAL MILEAGE" of the vehicle described above.

☐ I certify that, to the best of my knowledge, this odometer reading "EXCEEDS MECHANICAL LIMITS."

☐ I certify that, to the best of my knowledge, this odometer reading is "NOT THE ACTUAL MILEAGE. WARNING: ODOMETER DISCREPANCY."

DEALER CERTIFICATION:

I certify: The vehicle described above was sold to the purchaser on the date indicated. At the time of delivery the purchaser was entitled to register the vehicle. This vehicle complied with equipment requirements of the Commissioner's Regulations. At the time of delivery, such equipment was in condition and repair to render satisfactory and adequate service on the public highway under normal use. Equipment certification does not apply to a vehicle sold as new, wholesale, or salvage. All New York State and local taxes due as a result of this sale have been collected from the purchaser. False

[REDACTED]	rep. FRENCHIE'S CHEVROLET, INC.	Date 09/18/2006	Dealer Facility No. 7006252
	PRINT full name of purchaser [REDACTED]	Date 09/18/2006	Selling Dealer NYS Sales Tax No. 16-1181765

PART 3 — CUSTOMER COPY

ANY CHANGE OR ALTERATION VOIDS THIS CERTIFICATE

MASSENA NY

008192

CERTIFICATE OF TITLE

NEW YORK STATE



*** LIENS ***
Document No.

Title and Identification No.

3G7DB03E1
3G7DB03E1

Year

2003

Make

PONTI

Model Code

AZT

Body/Hull

SUBN

Color

BK

Wt./Sts./Lgh.

3984

Fuel

GAS

Cyl./Prop.

6

New or Used

USED

Type of Title

VEHICLE

Date issued

10/19/06

Name and Address of Owner(s)

MASSENA NY

ODOMETER READING:

65001

ACTUAL MILEAGE

65001

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

HSEC BANK USA
PO BOX 4002
BUFFALO NY

14240

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

MV-999 (7/03)

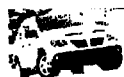
DEPARTMENT OF MOTOR VEHICLES

Welcome, Guest [SIGN IN](#) [JOIN](#)[Edmunds.com](#) | [Inside Line](#) | [CarSpace](#)[Your Account](#) | [Help](#) | [Directory](#)
[HOME](#) [NEW CARS](#) [CERTIFIED CARS](#) [USED CARS](#) [CAR REVIEWS](#) [TIPS & ADVICE](#) [FINANCE & INSURANCE](#) [FORUMS](#)
[Free Price Quotes](#) | [Price w/ Options](#) | [Incentives & Rebates](#) | [Financing](#) | [Insurance](#) | [Warranty](#) | [Comparisons](#) | [Calculators](#)

Maintenance, Recalls and TSBs

Get information for other cars

Recall Quick Look



2003 Pontiac Aztek AWD 4dr SUV (3.4L 6cyl 4A)

1. STEERING
- 2.
- 3.
- 4.

DEVICES

Nature of Defect:

1. STEERING

Recall Number: 03V052000
 Dates Manufactured: JAN 2003 to FEB 2003
 Number of Vehicles Affected: 4512
 Date Owners Notified On: N/A

Vehicle: 2003 Pontiac Aztek

Defect Description:

IN SOME OF THESE SPORT UTILITY VEHICLES, THE DIAMETER OF THE STEERING COLUMN INTERMEDIATE SHAFT IS TOO SMALL.

Consequence of Defect:

THIS CONDITION COULD ALLOW THE INTERMEDIATE SHAFT TO SPIN INSIDE THE STEERING COLUMN COUPLING, RESULTING IN LOSS OF STEERING CONTROL OF THE VEHICLE. IF THIS WERE TO HAPPEN WHILE THE VEHICLE IS MOVING, A CRASH COULD RESULTING WITHOUT PRIOR WARNING.

Corrective Action:

DEALERS WILL INSPECT, AND REPLACE IF NECESSARY, THE STEERING COLUMN INTERMEDIATE SHAFT. OWNERS WERE NOTIFIED BY TELEPHONE ON FEBRUARY 7, 2003, WITH A FOLLOW-UP LETTER ON FEBRUARY 11, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT BUICK AT 1-800-521-7300 OR PONTIAC AT 1-800-762-2737.

Nature of Defect:

2. EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

Recall Number: 03V250000
 Dates Manufactured: APR 2002 to MAY 2003
 Number of Vehicles Affected: 1707825
 Date Owners Notified On: N/A

Vehicle: 2003 Pontiac Aztek

Defect Description:

CERTAIN MINIVANS, PASSENGER AND SPORT UTILITY VEHICLES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 225, -6CHILD RESTRAINT ANCHORAGE SYSTEM.-6 THE OWNER-/ES MANUAL DOES NOT EXPLAIN THE MEANING OF THE LOCATION SYMBOLS FOR THE CHILD RESTRAINT LOWER UNIVERSAL ANCHORAGE SYSTEM.

Consequence of Defect:

THIS DOES NOT MEET THE REQUIREMENTS OF THE STANDARD.

Corrective Action:

OWNERS WILL BE PROVIDED WITH A SUPPLEMENT FOR THEIR OWNER-/ES MANUAL. THIS SUPPLEMENT DESCRIBES AND SHOWS THE LOCATION SYMBOLS FOR THE CHILD RESTRAINT ANCHORS THAT ARE LOCATED IN THE VEHICLE AND ON THE CHILD RESTRAINT OR BOOSTER CUSHION. OWNER NOTIFICATION BEGAN AUGUST 18, 2003. OWNERS SHOULD CONTACT BUICK AT 1-866-608-8080, CADILLAC AT 1-866-982-2339, CHEVROLET AT 1-800-630-2438, GMC AT 1-866-996-9463, PONTIAC AT 1-800-620-7668, OR OLDSMOBILE AT 1-800-630-6537.

Nature of Defect:

3. FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY:PRESSURE RELIEF DEVICES

Recall Number: 07E021000
 Dates Manufactured: N/A to N/A
 Number of Vehicles Affected: 742
 Date Owners Notified On: N/A

Vehicle: 2003 Pontiac Aztek

Defect Description:

CERTAIN DELPHI FUEL PRESSURE REGULATORS, P/NOS. FP10020-11B1, FP10026-11B1, AND FP10027-11B1, SOLD AS AFTERMARKET EQUIPMENT FOR VARIOUS PASSENGER VEHICLES LISTED ABOVE. THE UNIVERSAL PRESSURE REGULATORS (UPR) WERE PRODUCED WITHOUT AN O-RING AND RETAINER.

Consequence of Defect:

FUEL MAY LEAK, POSSIBLY RESULTING IN A FIRE.

Corrective Action:

DELPHI WILL NOTIFY OWNERS AND REPLACE THE UPR FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING MARCH 2007. OWNERS CAN CONTACT DELPHI AT 248-813-3362.

Nature of Defect:

4. FUEL SYSTEM, GASOLINE:STORAGE

Recall Number: 07V349000
 Dates Manufactured: JUN 2002 to MAY 2003
 Number of Vehicles Affected: 20594
 Date Owners Notified On: N/A



Search Used Vehicle Listings



Check for Recall



Get A Free Extended Warranty Quote



Get a FREE Price Quote



Low Rate Auto Loans



Save \$\$\$ On Insurance

Vehicle: 2003 Pontiac Aztek

Defect Description:

ON CERTAIN VEHICLES, VARIATIONS IN THE MANUFACTURING PROCESS OR EXPOSURE TO HIGH AMBIENT TEMPERATURES MAY LEAD TO FRACTURE OF THE FUEL TANK INLET CHECK VALVE (ICV).

Consequence of Defect:

A FRACTURE MAY ALLOW FUEL VAPORS TO PASS THROUGH AND ALLOW DROPLETS OF FUEL TO ACCUMULATE ON THE SIDE OF THE FUEL TANK. FUEL LEAKAGE, IN THE PRESENCE OF AN IGNITION SOURCE, COULD RESULT IN A FIRE.

Corrective Action:

DEALERS WILL REPLACE THE FUEL TANK. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE FOR THIS CAMPAIGN. OWNERS MAY CONTACT BUICK AT 1-866-608-8080; CHEVROLET AT 1-800-630-2438; OR PONTIAC AT 1-800-620-7668. THE VEHICLE POPULATION INCLUDES BUICK RENDEZVOUS AND PONTIAC AZTEK VEHICLE BUILT IN MAY 2003; CHEVROLET VENTURE AND PONTIAC MONTANA VEHICLES BUILT FROM JUNE THROUGH AUGUST 2002; AND ALL VEHICLES REGISTERED IN NEVADA, ARIZONA, VIRGIN ISLANDS, PUERTO RICO, AND HAWAII.

[Back to top](#) ▲

[Home](#) | [New Cars](#) | [Certified](#) | [Used Cars](#) | [Car Reviews](#) | [Tips & Advice](#) | [Forums](#) | [Inside Line](#) | [Your Account](#)
[About](#) | [Dealer Inquiries](#) | [Search](#) | [Car Dealers](#) | [Directory](#) | [Help](#) | [Contact Us](#)

Edmunds is hiring! [Employment Opportunities](#)

© 1995-2007 Edmunds Inc.
[Privacy Statement](#) | [Visitor Agreement](#)

N.Y. STATE DEALER LIMITED USED PASSENGER VEHICLE WARRANTY

Dealer Name: **FRENCHIE'S CHEVROLET, INC.**
Address: **255 E. ORVIS ST** City **MASSENA** State **NY** Zip **13662**
Telephone No. **(315)764-1760**
Buyer: [REDACTED]
Address: [REDACTED] City **MASSENA** State **NY** Zip [REDACTED]
Vehicle Year [REDACTED] Make **PONTIAC** Model **AZTEK**
Vin # **3G7DB03E13S** Odometer Reading **65001**

Terms of Warranty as required by New York State Law:

"I," "me" and "my" refer to the Buyer or Lessee. "You" and "your" refer to the Seller or Lessor. You warrant that you will repair or replace, without cost to me, the failure of a covered part on the vehicle described in the agreement between you and me on the following conditions:

[1] Term of warranty. If the vehicle has 36,000 miles or less, this warranty is for 90 days or 4,000 miles, whichever comes first. If the vehicle has more than 36,000 miles, but less than 80,000 miles, this warranty is for 60 days or 3,000 miles, whichever comes first. If the vehicle has 80,000 miles or more, but no more than 100,000 miles, this warranty is for 30 days or 1,000 miles, whichever comes first. The mileage is shown on the agreement between you and me. The term of this warranty is extended for periods during which the vehicle is in the possession of you or your agent for repairs and/or during which repair services are not available because of war, invasion, strike, fire, flood, or other natural disaster.

[2] Vehicles covered. This warranty applies only to a used motor vehicle which, at the time of my purchase has either more than 18,000 miles of operation or is purchased two (2) years or more after the date of original delivery. Motorcycles, motor homes and off-road vehicles and any used motor vehicle with a purchase price of less than \$1,500.00 are not covered by this warranty. This warranty does not apply to classic cars registered pursuant to Section 401 of the Vehicle and Traffic Law.

[3] Parts covered by this warranty. The following parts only are covered:

- (a) Engine. All lubricated parts, water and fuel pump, manifolds, engine block, cylinder head, rotary engine housings, flywheels;
- (b) Transmission. Transmission case, internal parts, torque converter;
- (c) Drive Axle. Front and rear axle housings, internal parts, axle and propeller shafts, universal joints;
- (d) Brakes. Master and wheel cylinders, vacuum assist booster, hydraulic lines, fittings and disc brake calipers;
- (e) Radiator;
- (f) Steering. Steering gear housing, all internal parts, power steering pump, valve body, pinion and rack;
- (g) Alternator, generator, starter, ignition system (except battery).

[4] Items not covered. This warranty does not cover:

- (a) failure of covered parts caused by lack of customary maintenance, collision, abuse, negligence, theft, vandalism, fire or other casualty, or damage from the environment, or if the odometer has been stopped or altered so that the vehicle's actual mileage cannot be readily determined or if a covered part has been altered so as to cause it or another covered part, to fail;
- (b) maintenance services and parts used in connection with such services such as seals, gaskets, fluids, oil or grease unless required in connection with a repair of a covered part;
- (c) tune up;
- (d) failure resulting from racing or competition, towing a trailer or another vehicle (unless vehicle purchased is equipped for this as recommended by the manufacturer);
- (e) failure if the vehicle is used to carry passengers for hire or rented to someone else;
- (f) repair to valves and/or rings to correct low compression and/or oil consumption which are considered normal wear.

[5] Limitation of damages. You shall not be held responsible for property damage arising or allegedly arising out of the failure of a covered part. I also agree that you will not be liable to me for the loss of the use of the vehicle, the loss of time, inconvenience, commercial loss, incidental, consequential or special damages.

[6] Who may enforce the warranty. This warranty may be enforced by me, or if the vehicle is transferred to my spouse or child, by my spouse or child. No other person may enforce this warranty.

[7] Other warranties. This warranty is in lieu of any other express warranty by you. **ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY LIMITED TO THE SAME TERM AS THIS WARRANTY.** Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages. Some of the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights which vary from state to state.

[8] Notice of warranty claims. To make a claim under this warranty, I must notify you of the claim within the specified warranty period and further I understand that this warranty requires that you (the selling/leasing dealer) or your agent must repair or at your election reimburse me for the reasonable cost of repairing the failure of a covered part.

—NOTICE TO USED VEHICLE BUYER/LESSEE—

This dealership participates in the New York State AUTOCAP Arbitration Program. The address for this program is: P.O. Box 7347, Albany, NY 12224, Tel. 1-800-342-9208. You should use this complaint resolution program first, prior to seeking relief under the New York State Used Car Lemon Law, however, this does not exclude any other rights you may have under existing state or federal laws. Further information on AUTOCAP Program can be found on the back of this warranty.

In witness whereof we have attached our signatures on this 18th day of SEPTEMBER, XX 2006
[REDACTED] INC. by [REDACTED]
[REDACTED]
[REDACTED]



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
317 Washington Street
Watertown, NY 13601-3744
Tel. (315) 785-2444 Fax (315) 785-2294

COMPLAINT FORM

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

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	HOME TELEPHONE NUMBER		
STREET ADDRESS	BUSINESS TELEPHONE NUMBER		
CITY/TOWN	COUNTY	STATE	ZIP
ANTWERP	JEFFERSON	NY	

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES	NAME OF OTHER SELLER OR PROVIDER OF SERVICES				
FRENCHIE'S CHEVROLET, INC.					
STREET ADDRESS	STREET ADDRESS				
355 EAST ORVIS ST					
CITY/TOWN	STATE	ZIP	CITY/TOWN	STATE	ZIP
MASSENA	NY	13662			
TELEPHONE NUMBER	TELEPHONE NUMBER				
(315) 764-1760					
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)			
9/18/06	\$	☐ Cash ☒ Check ☐ Credit Card ☐ Other			
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED			
☒ Yes ☐ No	FRENCHIE'S CHEVROLET, INC.	10/19/06			
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED			
☒ Yes ☐ No	PHONE BOOK/TV	REPEATEDLY OCTOBER			

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	PERSON CONTACTED	JOB TITLE
10/26/07 ☐ By Mail ☐ By Telephone ☒ In Person	COREY HAMILTON	INTAKE CLERK
NATURE OF RESPONSE	DATE OF RESPONSE	
CHECKED OUT SUV AND SAID NO PROBLEMS	10/27/07	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)		
☒ Yes ☐ No		
IS COURT ACTION PENDING? (Please describe as necessary)		
☐ Yes ☒ No		

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT	PRODUCT MODEL OR SERIAL NUMBER
GM	PONTIAC AZTEC VIN# 3G7BD03E13
ADDRESS	WARRANTY EXPIRATION DATE
PO BOX 33170 DETROIT, MI 48232-5170	11-18-06
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)	
☐ Yes ☒ No I ARRANGED FINANCING WITH HSBC BRANCH # 424 / RSP # 00424 LOAN OFFICER # 66666 FOR # / 60 PAYMENTS	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

SEPTEMBER 18, 2006:

BRIEFLY DESCRIBE YOUR COMPLAINT

I TRADED IN MY 1994 CHRYSLER CONCORDE, GIVING THE

DEALERSHIP FULL DISCLOSURE BY PRODUCING ALL PERTINENT WORK ORDERS & SERVICE RECEIPTS AND RECEIVED \$ [REDACTED] TOWARDS THE PRICE OF A PONTIAC AZTEC SUV 2003,

~~FOR~~ I PAID FOR BY HSBC BANK DRAFT OF \$ [REDACTED] AS I DROVE OFF THE DEALERSHIP LOT, FRENCHIE STOPPED ME TO EXPLAIN THAT A YOUNG WOMAN WITH CHILDREN FROM VERMONT

HAD PREVIOUSLY OWNED THE VEHICLE AND ONLY TRADED IT IN BECAUSE SHE WANTED SOMETHING BIGGER. HAH! THE AZTEC HAD A STAIN ON THE PASSENGER SIDE CARPET

STARTING UNDER THE DASH & RUNNING UNDER THE FLOOR MAT, AT 65001 MILES & KIDS I FIGURED IT'S HAD SOME SPILLS SO I DISCOUNTED THAT WARNING SIGN. I

HEARD SCRAPING SOUNDS IN LATE OCTOBER / EARLY NOVEMBER 2006, STILL UNDER 60 DAY WARRANTY AND HAD FRENCHIE'S CHECK THE PASSENGER FRONT AND REAR END. THEY ADJUSTED A STEERING PROBLEM WITHOUT CHARGE & DISMISSED THE SOUNDS IN THE REAR

END. I CHOCKED IT UP TO HAVING A MUCH HOLLOWER INTERIOR FROM THE PASSENGER CAR THAT I OWNED PREVIOUSLY BUT DIDN'T REALIZE THE STAINS ON THE CARPET WERE GETTING DEEPER FROM WATER LEAKAGE IN AC SYSTEM. JANUARY 9, 2007 MY AZTEC WOULDN'T START AT 68180 MILES WITHOUT WARRANTY COVERAGE I PAID FRENCHIE'S

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) \$ [REDACTED] TO REPLACE THE BATTERY THEY HAD SOLD ME FOR A BRAND NEW ONE, I LATER PAID \$ [REDACTED] TO REPLACE A BLOWER MOTOR (193400). WHEN MY AC QUIT DUE TO WATER DAMAGE AND GOT A USED ONE AT TRAPP'S GARAGE IN GOUNDERBUR

ON AUGUST 10, 2007. AT 76143 MILES, I TOOK THE AZTEC TO TRAPP'S GARAGE ON OCTOBER 30, 2007 FOR OIL/LUBE & WINTERIZING AND THEY DISCOVERED THE REAR END NOISE TO BE A DANGEROUS PROBLEM RESULTING IN THE REAR DIFFERENTIAL ASSEMBLY REPLACEMENT

AT THE COST OF \$ [REDACTED] THANK GOD FOR TRAPP'S GARAGE & AN EXTENDED WARRANTY THAT I PURCHASED IN MAY 2007 OR I'D BE BROKE & DEAD FROM AN ACCIDENT. SHAME ON FRENCHIE!

READ THE FOLLOWING BEFORE SIGNING BELOW

→ INTERNET & DOT VEHICLE SAFETY
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.

Signature:

[REDACTED SIGNATURE]

Date:

11/15/07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to:

Office of the Attorney General
Bureau of Consumer Frauds and Protection
317 Washington Street
Watertown, NY 13601-3744

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).