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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

February 1, 2008

DIVISION OF REGIONAL OFFICES
SUFFOLK REGIONAL OFFICE

[REDACTED]
Mt. Sinai, NY [REDACTED]

Re: Our File Number:
Subject: General Motors/Buick

Dear [REDACTED]:

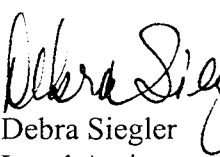
On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

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,


Debra Siegler
Legal Assistant

cc: National Highway Traffic Safety Administration ✓
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

AA
Collector
KB



ATTORNEY GENERAL ANDREW M. CUOMO
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 300 MOTOR PARKWAY, SUITE 205
 HAUPPAUGE, NY 11788-5127
 Tel. (631) 231-2401 Fax (631) 435-0745

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
 1 (800) 771-7755 TDD (800) 788-9898
 www.oag.state.ny.us
RECEIVED
 NYS OFFICE OF THE ATTORNEY GENERAL

DEC 14 2007

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

SUFFOLK OFFICE

CONSUMER

Your Name _____
 Street Address _____ Bus. Tel. _____
 City/Town MT. SINAI County BROOKHAVEN State N.Y. Zip _____

COMPLAINT

Name of Seller or Provider of Services <u>BUICK GENERAL MOTORS & KING O'ROUKE</u> Street Address <u>5184 RT 347</u> City/Town <u>PART JEFFERSON STA NY</u> State <u>NY</u> Zip <u>11776</u> Tel.# <u>631-473-5700</u>	Name of Other Seller or Provider of Services <u>GM CHRIS GREG</u> Street Address <u>71-5735444 23</u> City/Town _____ State _____ Zip _____ Tel.# <u>1-800-521-7300 x41564</u>
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Date of Transaction 11-26-07 Cost of Product or Service \$206.94 How paid (Check those which apply)
 Cash Check Credit card Other
 Did you sign a contract? Yes No Where? _____ Date _____

Was product or service advertised? Yes No Where? _____ Date _____

Type of Complaint (e.g., car, mail order, etc. Use reverse to provide details)
CAR DEFECTIVE PART

Date you complained to company or individual 11/13/07 & other Person Contacted CHRIS GREG Job Title GM
 By Mail By Telephone In person Other
 Nature of Response _____ Date of Response _____

Has matter been submitted to another agency or attorney? Yes No If yes, give name and address: _____

Is court action pending? Yes No If yes, please describe as necessary: _____

ADDITIONAL INFORMATION

Manufacturer of Product GENERAL MOTORS - DETROIT CHRIS GREG
 Address DETROIT, MICH.

Product Model or Serial Number _____ Warranty Expiration Date 11-26-05

Did business arrange financing? Yes No If yes, name and address of bank or finance company: _____

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

Briefly describe your complaint KING O'ROURKE BUICK INFORMED ME THAT MY 2003 BUICK
PARK AVENUE HAS A LEAKY INTAKE GASKET, WHICH WAS THEN ESTIMATED AT
\$800. I CALLED GENERAL MOTORS HOME OFFICE. THE SALESMAN & THE REPAIR
SUPERVISOR AT O'ROURKE ADMITTED THAT THIS WAS A COMMON OCCURRENCE
ON BUICKS. I WANT GENERAL MOTORS TO MAKE THE REPAIRS AT NO COST
SINCE I ONLY HAD 29000 MILES ON THE CAR EVEN THOUGH IT IS PAST
WARRANTY BASED ON TIME. THE CLAIM IS FOR DEFECTIVE PARTS RATHER THAN
WARRANTY. GM REFUSED, BUT THE REPAIR BILL WAS TWICE REDUCED,
TO A FINAL OF \$206. FOR DEFECTIVE PARTS I SHOULD PAY NOTHING.
ABOUT 5 FRIENDS TOLD ME THEY HAD THE SAME REPAIR ON VARIOUS BUICKS.
GM should pay for defective parts + labor
"BUY AMERICAN"

What form of relief are you seeking? (e.g., exchange, repair or money back, etc.) MONEY BACK - \$206.94

Who referred you to this office? CONGRESSMAN BISHOP

READ THE FOLLOWING BEFORE SIGNING BELOW:

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, cancelled 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: 

Date: 12-11-07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
300 Motor Parkway, Suite 205
Hauppauge, NY 11788

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).