



CL-10223909-2158

2008 APR -2 AM 8:47

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

March 24, 2008

**NHTSA Headquarters
1200 New Jersey, SE
West Building
Washington, DC 20590**

Re: General Motors
File No: _____

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's office has received a complaint concerning a company which appears to fall under your jurisdiction. A copy of the complaint is enclosed for your review.

Thank you for your cooperation and assistance.

Sincerely,

Daniel Ligocki

Daniel Ligocki
Citizen's Advocate
Consumer Protection Division
(312) 814-3866

enclosure
jsm

AA
04/02/08
KB



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090

ATTORNEY GENERAL
OFFICE

MAR 05 2008

1-800-243-0618 (Toll free in IL)
TTY: 1-877-844-5461

CONSUMER FRAUD CHICAGO
www.IllinoisAttorneyGeneral.gov

Office Use Only

CLMS:

211490

AG:

Fill out the form online, the Chicago Office will mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one)

Address:

City: State: Zip code: County:

Sandwich IL [redacted] LaSalle

Your Telephone Number:

Daytime

Evening

Your e-mail address (optional):

Are you a senior citizen?

Yes ☒

No ☐

Who referred you to this office?

NORMS AUTO REPAIR

Name:

General Motors

Address:

CORPORATE

City: State: Zip code:

Telephone

Website:

1 (800) 222 1020

Additional seller or provider of service involved in transaction:

Name:

Address:

City: State: Zip code:

Telephone

Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes ☐ No ☒

If yes, please give name, address, telephone number #.

Is court action pending? Yes ☐ No ☒

INFORMATION ABOUT THE TRANSACTION

Date of Transaction:

Did you sign a contract?

Yes ☐ No ☒

Date contract was signed:

(If yes, please attach a copy)

Was the product or service advertised? Yes ☐ No ☐ When?

(Please attach a copy of the advertisement, if available)

How was the service advertised?

- Newspaper/magazine
- Radio advertisement
- Television advertisement
- Internet advertisement
- E-mail solicitation
- Direct mail solicitation
- Telephone solicitation
- Yellow pages of the telephone book
- Facsimile solicitation
- Door-to-door solicitation
- Display at merchant's place of business
- Display at a trade show/convention, etc.
- Other

Total Cost of product/service: \$

Amount paid to date/down payment: \$

Method of payment (check one) (Please attach a copy)

Cash ☐ Check ☐ Money Order ☐ Credit Card ☐ Debit Card ☐ Bank Draft ☐
Wire Transfer ☐ Automatic Debit ☐ Other

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes ☐ No ☐

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes ☒ No ☐

If yes, provide name and phone number of the individual(s):

GM Customer Assistance
1800 222 1020 My Contact
71-601013774

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: OLDS Model: SILHOUTTE Year: 2001 New: Yes ☐ No ☒ As-Is: Yes ☒ No ☐
 Warranty: Yes ☐ No ☒ Name of Extended Warranty: _____ Purchase Date: _____ Current Mileage: _____ Mileage at Purchase: _____
 Expiration Date: _____

\$96 Pont Transport 96,000 44,000 40,000

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

GM has a problem with intake manifold gaskets leaking on 3.1 and 3.4 V6 engines and has been an ongoing problem for eight (8) years. I have two vehicles that were bad and had them fixed by an independent repair shop.

At the time I had my vans repaired I was told there were a large number of gaskets being replaced (over 5,000) and GM was handling the claims on an individual basis.

What I found out when I called customer assistance was GM created a loophole escape clause and was paying for the claim if you had the work done at a GM dealer but was rejecting all other claims non dealer related.

On my 96 Pontiac I saved \$3,000 when I replaced the engine, but GM seems to not care only the fact that I chose a repair shop that I trust rather than A dealer that would charge me double the price for the engine replacement.

My costs to repair total \$3,069.26 --- still \$2,000 less than engine replacement alone

my cell # [REDACTED]

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

REFUND

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces 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 the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: FEB 28 2008

- Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please print and send the completed form to the address at the top of this complaint form.
 Incomplete forms may be returned.

SPRINGFIELD, ILLINOIS
 ATTORNEY GENERAL
 CONSUMER PROTECTION DIV.
 FEB 29 2008



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Customer Assistance 1-800-222-1020



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GM Intake Manifold Leaks

© Vincent Ciulla

May 1, 2006

GM has a problem getting their intake manifold gaskets to seal properly.

For many years General Motors has had problems with their 3.1-liter and 3.4-liter V-6 engines. This is their most widely used engine and can be found in Chevrolet, Buick and Pontiac vehicles, along with some light trucks. The problem is that their intake manifold gaskets don't always seal properly.

The Problem...

The problem is that the antifreeze General Motors uses, Dexcool, is destroying the intake manifold gaskets, literally eating it away from the inside out until it starts to leak. The repair is, quite obviously, to replace the intake manifold gasket. I've done this job so many times I can do it in my sleep. The job runs about \$700.00 to do. This includes parts, labor and new antifreeze. As far as repairs on modern cars go, this is not too bad. Not cheap, but not all that expensive. The only problem is the new gasket will be eaten away just as the old one, resulting in another leak and another \$700.00 repair bill. I just received an email from a woman who had the intake manifold gasket replaced in her 1999 Buick Century with a 3.1 liter V-6 two years ago, and now needs it replaced again.

What can be done...?

This woman asked me if the Dexcool antifreeze in her engine could be replaced with regular green antifreeze. The answer is, unfortunately, no, it can't. Green antifreeze and Dexcool are compatible and shouldn't be mixed. Even if you have a thorough cooling system flush you will not get all of the Dexcool out. With all the problems Dexcool has caused General Motors, I still wonder why they don't discontinue using it and go back to green antifreeze. But I guess GM engineers are smarter than I am and know what's best. I guess that's why General Motors is doing so well.

Home Technology Auto Tech & Repair GM Intake Manifold Leaks

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Find a Huge Selection of Discount Antifreeze. Shop Now & Save!

www.AdvanceAutoParts.com

GM Recall Information

Speak to an Illinois Attorney. Free case review. Call toll-free.

www.LemonAuto.com

Coolant repair

Your source for quality auto repair Fram-Wheel-Alignment Specialists

www.elginchampionframe.com

High-Temp Leak Sealants

200°F to 1800°F Thread Sealants, Gasket Dressing, Flange Pastes

www.deaconindustries.com

Intake Manifold Gasket

Everything to do with Intake Manifold items.

shopping.yahoo.com

Intake Manifold Gasket

Find everything you need to know about Gaskets. Find it today.

Gaskets.Machines-Direct.com



(630) 551-3505

Fax (630) 551-3506

16c Cherry Drive

Oswego, IL 60543

Automotive
Service Technician
NORMAN STROPE

We Specialize In
COMPUTER, ELECTRICAL & EMISSIONS REPAIR

\$25.00 Per Day Storage Charge On All Vehicles Not Picked Up When Ready

Complete Repair Shop • We Will Service Your Vehicle Right

- Heating / Air Conditioning
- Steering / Suspension
- Diagnostic Testing
- Oil / Lube / Filter
- Ignition & Electrical Systems
- Emission Control Tune-Ups
- Manual & Automatic Transmissions
- Carburetion & Fuel Injection
- Brakes
- Shocks
- Struts
- Starter
- Alternator
- Battery
- Sorry... No Tires

Vehicle: 2001 OLDS BILQUETTE - REG. ILL.
License: [REDACTED]
Engine: [REDACTED]
Year: 2001
VIN: 1GMD034101 [REDACTED]

Date In: 01-18-08 Miles In: Invoice Number: 107313
Date Out: 01-18-08 Miles Out: 43357
Estimate: [REDACTED]
Revised: .00 Acct Number: 2566
Rev Date: 01-18-08
Rev Time: [REDACTED]
Contact: [REDACTED]
Phone(s): [REDACTED]

SANDWICH, IL [REDACTED]

LABOR DESCRIPTION

Mech. TOTAL

REPLACE INTAKE MANIFOLD GASKET CHG OIL
oil and antifreeze thermostat

HSI 422.50

PART NO.

Quantity

DESCRIPTION

Unit List

TOTAL

W8940037

1.0 GASKET SET

139.35

139.35

32259

1.0 THERMOSTAT

11.14

11.14

000-405

1.0 CLIP HEATER HURF

5.55

5.55

077

4.5 OIL

2.00

10.00

011

1.0 FILTER

7.50

7.50

FRST FLUSH

1.0

5.00

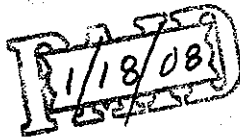
5.00

078

6.0 DEXCONE

2.70

16.20



Labor 422.50
Parts 197.34
Sublet .00
Supplies & Matl 2.00
Hazardous Waste 5.00
Tax 14.20
TOTAL 641.04

Diagnostic Testing, Trouble Shooting, Analysis Testing and Checking **DOES NOT INCLUDE** any Parts or Parts Installation Labor and is **NOT GUARANTEED** due to the complex Electrical/Electronic Systems used on vehicles.

All other repair work and parts used are ☐ **WARRANTED** ☐ **NOT WARRANTED**
for a minimum of 90 DAYS and/or 3,000 MILES.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

I agree that all amounts due shall be paid at the time vehicle is delivered to me and I shall be liable for all costs of collection should I not pay the full amount due pursuant to this invoice, including but not limited to reasonable attorney's fees, court costs and any and all costs and expenses incurred in enforcing the rights of NORM'S AUTO REPAIR.

Customer's Signature: **X**

Low estimated price for authorized repairs will be honored provided your motor vehicle is delivered to the shop within 10 days of the estimate date.

JOHN 14:6-JESUS Said: 'I AM the Way, the Truth, and the Life.'

RECOMMENDED SERVICES

THANK YOU FOR YOUR PATRONAGE



(630) 551-3505

Fax (630) 551-3506

186 Cherry Drive

Oswego, IL 60543

Automotive
Service Technician
NORMAN STROPE

Auto Repair

We Specialize In

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\$25.00 Per Day Storage Charge On All Vehicles Not Picked Up When Ready

Complete Repair Shop • We Will Service Your Vehicle Right

- Heating / Air Conditioning
- Steering / Suspension
- Diagnostic Testing
- Oil / Lube / Filter
- Ignition & Electrical Systems
- Emission Control Tune-Ups
- Manual & Automatic Transmissions
- Carburetion & Fuel Injection
- Brakes
- Shocks
- Struts
- Starters
- Alternators
- Batteries
- Sorry... No Tires

Vehicle: 1994 TRANSPORT CATER VAN
License: [REDACTED]
Engine: 90 2.4
Trans: [REDACTED]
Mile: [REDACTED]

Estimate: 64-07-04 Miles In: [REDACTED] Invoice Number: 104703
Date Due: 04-08-04 Miles Due: 102000
Estimate: [REDACTED]
Revised: .00
Rev Date: 04-07-04
Rev Time: [REDACTED]
Contact: [REDACTED]
Phone(s): [REDACTED]

SANDWICH, IL [REDACTED]

LABOR DESCRIPTION

Mech. TOTAL

PART NO.

Quantity

DESCRIPTION

Unit List

TOTAL

REPAIR INTAKE MANIFOLD BRACKET

NO 741.50

REPAIR

1.0 VALVE COVER GASKET

1.00 17.00

REPAIR

1.0 INTAKE BRACKET

1.00 70.44

Oil

4.5 OIL

4.50 9.45

Oil

1.0 FILTER

1.00 7.00

Oil

1.0

5.00 5.00

Oil

6.0 ANTI FREEZE

2.00 12.00



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for a minimum of 90 DAYS and/or 3,000 MILES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

I agree that all amounts due shall be paid at the time vehicle is delivered to me and I shall be liable for all costs of collection should I not pay the full amount due pursuant to this invoice, including but not limited to reasonable attorney's fees, court costs and any and all costs and expenses incurred in enforcing the rights of NORM'S AUTO REPAIR.

Customer's Signature: **X** [REDACTED]

Labor 307.54
Parts 185.60
Sublet 1.00
Supplies & Matl 2.15
Hazardous Waste 5.12
Tax 0.00
TOTAL 500.81

JOHN 14:6-JESUS Said: 'I AM the Way, the Truth and the Life.'

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THANK YOU FOR YOUR BUSINESS



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- Diagnostic Testing
- Oil / Lube / Filter
- Ignition & Electrical Systems
- Emission Control Tune-Ups
- Manual & Automatic Transmissions
- Carburetion & Fuel Injection
- Brakes
- Starters
- Shocks
- Alternators
- Struts
- Batteries
- Sorry... No Tires

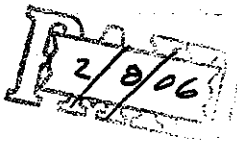
Vehicle: 1997 DODGE TRANSPE GREEN VAN
License: [REDACTED]
Engine: 3.9
Trans: 4
VIN: 1GMPUG6E17Z [REDACTED]

Date In: 02-27-06 Miles In: 133840 Invoice Number: 106153
Date Out: 02-05-06 Miles Out: 133840
Estimate: [REDACTED]
Revised: .00 Acct Number: 2556
Rev Date: 02-07-06
Rev Time: [REDACTED]
Contact: [REDACTED]
Phone(s): [REDACTED]

SANDWICH, IL [REDACTED]

LABOR DESCRIPTION	Mech.	TOTAL	PART NO.	Quantity	DESCRIPTION	Unit List	TOTAL
REPLACE MOTOR	NSI	200.00	200-05370	1.0	USED ENGINE	900.00	900.00
REPLACE RIGHT REAR WHEEL CYL BLEED AND adj both sides	NSI	70.00	K060703	1.0	BELT	30.75	30.75
			STD	4.0	OIL	2.75	12.38
			OIL	1.0	FILTER	7.50	7.50
			OIL	1.0	ANTI FREEZE	9.00	9.00
			BRAKE FLUID	1.0		2.00	2.00

Intake manifold gasket very bad
Antifreeze was in oil pan
Bearings were seized and the
Engine needed to be replaced....



Labor	978.00
Parts	903.60
Sublet	.00
Supplies & Matl	10.00
Hardware/Waste	5.00
Tax	55.45
TOTAL	1952.11

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I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

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Customer's Signature: X

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RECOMMENDED SERVICES

THANK YOU FOR YOUR PATRONAGE