



State of Wisconsin  
Jim Doyle, Governor

CL-10225135-1547

**Department of Agriculture, Trade and Consumer Protection**

Rod Nilsestuen, Secretary

Division of Trade and Consumer Protection

2008 APR 16 PM 1:52

April 8, 2008

GENERAL MOTORS ACCEPTANCE CORP  
PO BOX 2150  
GREELEY CO 80632

RE: File [REDACTED] (Refer to this number when contacting our agency)

PRESQUE ISLE WI [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Nancy K. Larsen

Consumer Specialist

**BUREAU OF CONSUMER PROTECTION**

Fax: (920)448-5118

Email: [Nancy.Larsen@wisconsin.gov](mailto:Nancy.Larsen@wisconsin.gov)

C: National Highway Traffic Safety, Washington, D.C.

*Agriculture generates \$51.5 billion for Wisconsin*

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# Department of Agriculture, Trade and Consumer Protection

## Consumer Complaint

MAR 27 2008

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

### 1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) [Redacted]  
(circle one) (first) (middle) (last)

Phone: Home [Redacted] Work ( ) Same ext.        Cell ( )       

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time:       

Address: [Redacted] PO Box:        Apt.#       

City: Presque Isle State: WI Zip: [Redacted] County: Vilas

### 2. What business is your complaint against?

Name of business: General Motors / Sedlack 800-222-1020

Address: GM- 866-790-5600 PO Box:        Apt.#       

City: X 11555 (Shanon) State:        Zip:        County:       

Phone: ( )        Name of person you talked to:        Title:       

### Information about your complaint

#### 3. Which of the following best describes your first contact with the business: (check one)

- |                                                                   |                                                                             |                                   |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> Person from business came to my home     | <input checked="" type="checkbox"/> I went to the business <u>(Sedlack)</u> | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Person from business called me           | <input checked="" type="checkbox"/> I telephoned the business <u>begin</u>  | <input type="checkbox"/> Email    |
| <input type="checkbox"/> Business sent me information in the mail | <input type="checkbox"/> I responded to a radio or TV ad                    |                                   |
| <input type="checkbox"/> I attended a convention or trade show    | <input type="checkbox"/> I responded to a printed advertisement             |                                   |

4. When did the first contact occur? month:        day:        year:       

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) Anti Lock Brakes Repair

7. Was it advertised? (circle one) No Yes Date:        Where:       

8. Did you sign a contract? (circle one) No Yes Date:        Number on contract, policy or receipt:       

9. If yes, where were you when you signed the contract?       

10. Amount paid: \$        by: (circle one) cash check credit card financed other plan

#### 11. Where did you pay the business: (check one)

- |                                                            |                                                                        |                                   |
|------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> At my home                        | <input checked="" type="checkbox"/> At the company's place of business | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Over the telephone by credit card | <input type="checkbox"/> At a convention or trade show                 |                                   |
| <input type="checkbox"/> By mail                           | <input type="checkbox"/> In someone else's home                        |                                   |

12. Did you contact the business about your complaint? ☒ Yes When? Next day - Sedlacks What happened? They deducted cost of Labor Charges 50% parts

13. Have you filed this complaint with another agency? ☒ Yes Agency name?        What happened?       

14. Have you contacted a private attorney? ☒ Yes Have you started court action?        Yes        No       

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail.

We were having brake problems with our 1999 Tahoe. I called GMC and they said it must be examined by a dealer. We went to Sedlack (Minocqua, WI). They tested the brakes, changed some parts, and retested and sent us on our way. My husband went shopping, then used the brakes and they failed again. He told them, but they said they tested sure he drove home. I drove the car the next day, with my 8 year old in the back seat, and they failed again, we almost drove over a hill. We called them and went to the shop and had the brakes disconnected. An internet search showed that this problem is known to GMC, they have recalled them in Canada, but not in the US. This is a dangerous situation, these brakes are not reliable. GMC said they could not do anything about it. Sedlack said our car was old.

16. How do you feel your complaint should be resolved? (please be specific)

GMC should notify all owners of these brakes to notify them of the dangerous condition and replace these brakes.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature:

[Redacted Signature]

Date: 3/12/08

Return this form and two copies of your papers to our office located nearest to the business:

|                           |                           |                             |                                 |
|---------------------------|---------------------------|-----------------------------|---------------------------------|
| NORTHWEST REGIONAL OFFICE | SOUTHEAST REGIONAL OFFICE | NORTHEAST REGIONAL OFFICE   | CONSUMER INFORMATION CENTER     |
| 3610 Oakwood Hills Pkwy   | 10930 W Potter Rd Ste C   | 200 N Jefferson St Ste 146A | 2811 Agriculture Dr PO Box 8911 |
| Eau Claire WI 54701       | Milwaukee WI 53226-3450   | Green Bay WI 54301          | Madison WI 53708-8911           |
| FAX: (715) 839-1645       | (414) 266-1231            | (920) 448-5110              | (608) 224-4976                  |
|                           | FAX: (414) 266-1235       | FAX: (920) 448-5118         | FAX: (608) 224-4939             |

If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939  
TDD: (608) 224-5058

EMAIL: DATCPHotline@Wisconsin.gov  
WEBSITE: www.datcp.state.wi.us