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2008 APR 21 P 2:03

OFFICE OF DEFECTS
DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

April 15, 2008

[Redacted]
Lake George, NY [Redacted]

Our File Number: _____
Company: General Motors Corp.

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,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

*Written: Rosathwell
4/21/2008
2:39
CW*



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
 www.cag.state.ny.us

RECEIVED BY
 CONSUMER FRAUDS & PROTECTION BUREAU
 MAR 24 2008
 NYS OFFICE OF THE ATTORNEY GENERAL
 NEW YORK COUNTY 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 [REDACTED]	
CITY/TOWN Lake George	COUNTY Warren	STATE NY	ZIP [REDACTED]
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES General Motors Corporation		NAME OF OTHER SELLER OR PROVIDER OF SERVICES Maltbie Chevrolet	
STREET ADDRESS PO Box 33172		STREET ADDRESS Route 9	
CITY/TOWN Detroit	STATE MI	ZIP 48232-5172	CITY/TOWN Lake George
			STATE NY
			ZIP 12845
TELEPHONE NUMBER 866 790-5700 Ext 11526		TELEPHONE NUMBER 518 668-5642	
DATE OF TRANSACTION December, 2004	COST OF PRODUCT OR SERVICE \$ 35,000	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other _____	
DID YOU SIGN A CONTRACT? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
WAS PRODUCT OR SERVICE ADVERTISED? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 - Driver's side air bag			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL February, 2008 <input checked="" type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person		PERSON CONTACTED Amy Osborne	JOB TITLE Customer Service
NATURE OF RESPONSE negative		DATE OF RESPONSE March, 2008	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT General Motors Corporation		PRODUCT MODEL OR SERIAL NUMBER VIN 1GKEK63U34J	
ADDRESS GMC Customer Assistance Center, PO Box 33172, Detroit, Michigan 48232		WARRANTY EXPIRATION DATE unknown	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No _____			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

Purchased the aforementioned GMC vehicle at Maltbie Chevrolet and I am completely satisfied with their service. However, the service air bag light continued to go on but there never seemed to be a problem with it. More recently, my diagnostic system from On-Star has picked this up as an emergency situation that the air bag is malfunctioning and in case of an accident will not inflate. The dealer suggested that I write to GMC because this should be covered under the warrantee as a manufacturing defect and GMC is denying any responsibility in this because I do have over 100,000 miles on the car. I was under the impression that you buy a car so you can drive it. I did purchase the car with 12,000 miles on it but the car is only 3+ years old. This should not happen. The repair on the vehicle would be anywhere from \$650.00 to \$1,500.00. I believe GM has a big responsibility here with a defective driver's side air bag which was defective from the origin. I already have a complaint files with them under this number [redacted] Their response to this complaint is that they have no responsibility for this defect.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) Repair as it is a manufacturing defect.

WHO REFERRED YOU TO THIS OFFICE? self

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.

Signature: [redacted]

Date: 3/20/08

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 10271-0332**