

RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

2008 MAY 28 AM 7:10

Office of The Attorney General
State of Connecticut

May 21, 2008

CL-10229573-7358

[REDACTED]
Milford, CT [REDACTED]

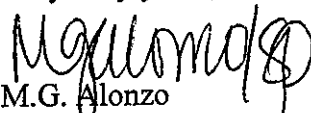
RE: General Motors and McDermott Chevrolet

Dear [REDACTED]:

This is to acknowledge receipt of your correspondence and to thank you for thinking of our Office in connection with this matter.

By copy of this letter, I have taken the liberty of forwarding your correspondence to the National Highway Traffic Safety Administration. I sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by this agency. If you have any questions concerning this matter, please contact the National Highway Traffic Safety Administration at (888) 327-4236 to inquire which investigator is handling your case.

Very truly yours,


M.G. Alonzo
Assistant Attorney General

MGA/sp

Cc: National Highway Traffic Safety Administration
Investigations/CRD
NVS-216
1200 New Jersey Avenue SE
Washington, DC 20590

ET
05/29/08
10:36
KB

265633
Con Protection

[REDACTED]
Milford, CT [REDACTED]

Office of the Attorney General
55 Elm Street
Hartford, Connecticut 06106

March 21, 2008

Dear [REDACTED]

I am enclosing a letter which I am sending to G. Richard Wagoner, Chairman/CEO of General Motors along with a couple of documents.

As you will see in the letter, I have concerns about the quality and safety of the brake rotors that GM is using in their vehicles. I am not sure if there are any other complaints coming from anyone else. I may be the only one.

I am really not sure where to go with this matter, so I have sent additional copies to the Chevrolet Division and The Dept. of Consumer Protection.

Any response can be sent to me at the above address.

Thank you so much for your time.

Sincerely,
[REDACTED]

Encl: 3 /

[REDACTED]
Milford, CT [REDACTED]

March 21, 2008

G. Richard Wagoner Jr.
Chairman/CEO
General Motors
300 Renaissance Center
Detroit, MI 48265-3000

Dear Mr. Wagoner,

I am writing to you because I have a serious concern regarding an issue that I am having regarding the quality and reliability of certain parts being used by GM.

I have a 2004 Chevy Impala SS that I obtained on the "Smart-buy" program. I am planning on using my purchasing option in June of this year.

Beside some of the "usual" small warranty repairs, there was one situation that I was quite upset about and had to pursue other avenues to have the matter taken care of. And I now find myself having the same situation about to happen again.

My vehicle is out of warranty and I feel that this is a situation that needs to be brought to someone's attention.

In June of 2006 I returned my car to McDermott Chevrolet, the selling dealer, with a complaint about a severe vibration when braking. I was told that the front and rear rotors were severely warped and were not a warranty item. I was told it would cost about \$900 to repair. I disputed this with the owner of the dealership and they agreed to do the repairs at no charge.

I am now having the same problem again. In reviewing the paperwork from the first instance, I noticed that only the front rotors were repaired and not the rears. However, that is another issue. My concern is, are the rotors that GM are using of such a poor quality that they warp every 20,000 miles and have to be replaced constantly.

I am a loyal GM customer. I have been purchasing GM cars and trucks since I bought my first new car in 1974. The last car I turned in was a 2001 Impala. In ALL that time, I NEVER had to replace a rotor because it warped. The only rotor I ever replaced was due to wear and that was after over 100,000 miles on a 1989 dump truck I owned. At this rate I will have to replace the rotors on this car 5 times by then at a cost of \$900 per repair. That's a major expense that a consumer should not have to incur considering he is paying such a high price when purchasing a vehicle today.

It is not only a matter of quality, but safety as well. It is very hard to control a vehicle when in an emergency situation the Anti-lock Brake System doesn't work properly because of the warped rotors and the vehicle vibrates so badly that your heart is in your throat hoping you stop in time.

I am sending copies of this letter and the previous invoices to you as well as several other departments as I feel that this is a serious matter that requires immediate attention.

Any correspondence can be sent to me at the above address.

I thank you very much for your time and consideration.

Sincerely,
[REDACTED]

Encl: 2
Cc: GM
RB
DCP

[REDACTED]
MILFORD, CT [REDACTED]

DAVID McDERMOTT
CHEVROLET LEXUS
655 MAIN ST. - CONN. TPKE. 1-95
EAST HAVEN, CT 06512 (203) 468-1000

SERVICE ADVISOR **MARK SEIBERT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16MAY06	26MAY06	C60789	2G1WP521949 [REDACTED]	[REDACTED]	[REDACTED]		26MAY06	219462
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		04	CHEVROLET IMPALA		80.00	28JUN04	90	90
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
20500	20500	C60789						

DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT	TOTAL
1 \$9.95 OIL CHANGE SPECIAL				
995 \$9.95 OIL CHANGE SPECIAL				
246 CLOF	0.50		9.95	9.95
995 \$9.95 OIL CHANGE SPECIAL				
246 ICNP	0.00			(N/C)
1 25010792 OIL FLTR				(N/C)
5 OIL MOTOR OIL				(N/C)
22122 OIL CHANGE SPECIAL				
246 WC	0.00			(N/C)
3 BRAKE INSPECTION CUSTOMER STATES PULSATION AT HIGHWAY SPEEDS WHEN BRAKEING DECLINED VEHICLE HAS SEVERELY WARPED FRONT AND REAR BRAKE ROTORS. CUSTOMER DECLINED REPAIRS AT THIS TIME				
246 CC	0.00		0.00	0.00
4 CHECK FOR WIPERS DRAGGING AT TOP WIPERS REPLACE WIPER BLADES				
246 CE	0.20		3.00	3.00
2 10350320 BLADE		24.00	15.00	30.00

DESCRIPTION	TOTALS
** PRE-INVOICE **	
LABOR AMOUNT	12.95
PARTS AMOUNT	30.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL CHARGES	0.00
TOTAL CHARGES	42.95
	0.00
SALES TAX	2.58
PLEASE PAY THIS AMOUNT	45.53

CUSTOMER SIGNATURE

X

