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2008 JUL -7 AM 9: 23

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

June 25, 2008

[REDACTED]
Rochester, NY [REDACTED]

Our File Number: [REDACTED]
Company: Bob Johnson Chevrolet

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

MC
07/10/08
9:23
KB



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

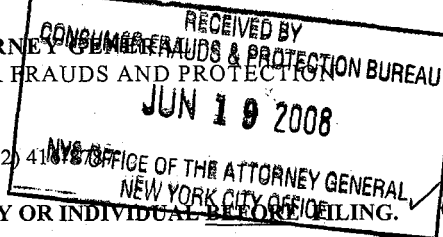
Tel. (212) 416-8345 Fax (212) 416-8346

COMPLAINT FORM

Consumer Hotline For Hearing Impaired

(800) 771-7755 TDD (800) 788-9898

http://www.oag.state.ny.us



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	HOME TELEPHONE NUMBER
STREET ADDRESS	BUSINESS TELEPHONE NUMBER
CITY/TOWN Rochester	COUNTY Monroe
STATE NY	ZIP [redacted]

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES Bob Johnson Chevrolet	NAME OF OTHER SELLER OR PROVIDER OF SERVICES General Motors
STREET ADDRESS 1271 Ridge Road West	STREET ADDRESS PO Box 10054
CITY/TOWN Rochester	STATE NY
ZIP 14615	CITY/TOWN Toledo
TELEPHONE NUMBER	STATE OH
DATE OF TRANSACTION 11/21/01	ZIP 43682
COST OF PRODUCT OR SERVICE \$ 20000 (original) Cost to replace engine 2000	HOW PAID (Check those which apply) ☒ Cash ☐ Check ☐ Credit Card ☒ Other Financing
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT? dealership
DATE SIGNED 11/21/01	DATE ADVERTISED
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED?
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Car repair (Engine)	
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL Various ☒ By Mail ☒ By Telephone ☒ In Person	PERSON CONTACTED Various
NATURE OF RESPONSE "Too bad" attitude;	JOB TITLE Mike Maragan, etc. Service Manager, Customer Service
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No	DATE OF RESPONSE NONE
IS COURT ACTION PENDING? (Please describe as necessary) ☒ Yes ☐ No DexCoolant Litigation	

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT General Motors Corp.	PRODUCT MODEL OR SERIAL NUMBER 2G1WF52E829 [redacted]
ADDRESS PO Box 10054, Toledo OH	WARRANTY EXPIRATION DATE 11/21/04
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☒ Yes ☐ No GMAC - for original purchase	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

With no support from Bob Johnson Chevrolet (they had a 'too bad' attitude), I tried emailing GM, which instructed me to call the 800#. On 8/24/06, my husband contacted the GM Customer Service Center (800#), regarding our 2002 Impala, but received no reply. So, I wrote (US mail) to Gm on 10/6/06. To date, we have not received any response.

We are very dissatisfied with the Chevrolet Customer Service and the dealership for various reasons:

1. I was informed that my intake manifold gasket was leaking and that it was a 'common problem' with Impalas. We went to get it replaced (at a Sunoco station as we were unhappy with Bob Johnson as they informed us that they would NOT cover it) and the entire motor needed replacement. We were told when we purchased the Impala that if we used Quaker State Motor Oil, the motor would be guaranteed for replacement. So, all prior work was performed at the dealership. There were only 40,000 mile on my 2002 Impala, yet Bob Johnson would not do anything (for reimbursement) or direct us to someone for resolution. Thus, we contacted Customer Service and we have YET to receive an inquiry to research our problem.

2. We are also not happy as we are told that brake replacement is 'common' for Impalas. I have been through THREE sets of brakes in the car. The first set was covered under warranty, but there were ONLY 13,000 miles and the rotors warped. They would not cover the next set even though it was UNDER 36,000 miles. (This may speak to the quality of the parts used by the dealership!)

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) I may recieve some monetary compensation

with the DexCoolSetement, but think I should have been treated better and received some type of support from the dealer and GM, especially since the low mileage, etc.

WHO REFERRED YOU TO THIS OFFICE? website

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

Date: 6/18/08

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

~~Please have this complaint filed with the Department of Consumer Affairs~~
Note - car was a "lemon" @ 46,000 which exceeds the 2yr/24,000 statute

[REDACTED]
Rochester, NY [REDACTED]
October 10, 2006

Chevrolet Motor Division
PO Box 10054
Toledo, OH 43682-4074
Attn: Scott Lawson, General Director Customer & Relationship Services

Dear Mr. Lawson:

On 8/24/06, my husband contacted the Customer Service Center (at the 800#, per attached email), regarding our 2002 Impala. I am writing this letter as this is the first time I was able to find an ADDRESS to send our concerns. To date, we have not received any response.

We are very dissatisfied with the Chevrolet Customer Service and the dealership for various reasons:

1. I was informed that my intake manifold gasket was leaking and that it was a 'common problem' with Impalas. We went to get it replaced (at a Sunoco station as we were unhappy with Bob Johnson as they informed us that they would NOT cover it) and the entire motor needed replacement. We were told when we purchased the Impala that if we used Quaker State Motor Oil, the **motor would be guaranteed** for replacement. So, all prior work was performed at the dealership. There were only 40,000 mile on my 2002 Impala, yet Bob Johnson would not do anything (for reimbursement) or direct us to someone for resolution. Thus, we contacted Customer Service and we have YET to receive an inquiry to research our problem.
2. We are also not happy as we are told that brake replacement is 'common' for Impalas. I have been through THREE sets of brakes in the car. The first set was covered under warranty, but there were ONLY 13,000 miles and the rotors warped. They would not cover the next set even though it was UNDER 36,000 miles. (This may speak to the quality of the parts used by the dealership!)
3. My husband was told that his 2004 Silverado had a bad casting as he was left stranded with ONLY 600 MILES on the truck. Again, a problem known to exist on this type of vehicle, yet the dealership ignored it. The cost was covered under warranty, but if it was a common problem, why was it not replaced BEFORE we took delivery????
4. My husband's last visit for his brakes was UNDER 24,000 miles for all FOUR rotors and brakes. Instead of only fixing the rotors (where the problem existed), the dealership replaced and made us pay for unnecessary pads and caliper service (when nothing was wrong with them - See survey comments of dissatisfaction). With less than 24000 MILES, the rotors were delaminating (steel peeling off), the brakes had no other problems (no reason for caliper service - yet, we were forced to PAY for them).

Thus, we are dissatisfied with Chevrolet!. We discontinued using our GM Credit Card as we are re-evaluating whether we will purchase another GM vehicle, due to the reliability, the knowledge of 'common' service problems and unresponsiveness of the dealership service department AND Chevrolet Motor Division's customer service.

We have been life long loyal Chevrolet customers (from a Chevelle, El Camino, Cavalier, previous Silverados, etc), and I worked at a local dealership in the mid-1980s. We also are firm believers in buying American made products, but with this attitude, service and level of quality as measures of assessment, it is no wonder that people purchase foreign vehicles!!!! I actually LOVE the Impala's ride and comfort, but it is no consolation if the dependability and dealership are this unreliable.

With displeasure and frustration,

[REDACTED]



Goodwrench_Internet_Resp
nse_Team@gm.com
Sent by:
ABH02085/R/GMAGENT/GMC
@gm.com

To [REDACTED]
cc
bcc
Subject Re: GMG - GM Goodwrench - Contact Us

08/24/06 10:05 AM

Please respond to
GMG.SPO.B2C.eMail.Manage
ment@gm.com

History: This message has been replied to.

Thank you for visiting the Goodwrench website.

We are sorry to learn of the difficulties you have experienced with your 2002 Chevrolet Impala, [REDACTED]. To resolve your concerns, General Motors requests that you please contact your vehicle division Customer Assistance Center at Chevrolet: 1-800-222-1020. Please have your vehicle identification number and any related paperwork available when you call.

Thank you for your email.
Regards,
Goodwrench Internet Response Team

-----Original message follows-----

Name: [REDACTED]
Address: [REDACTED]
: Rochester, NY [REDACTED]
Daytime Phone Number : [REDACTED]
ex.
Email Address: [REDACTED]

Comments: I have a 2002 Impala (purchased new in Nov 2001) with 42000 miles. I had to replace the engine and radiator due to a leak with the intake manifold (gasket) which the mechanic said was a KNOWN /common problem, yet none of the cost was covered under warranty.



10/25/06 03:46 PM

To GMG.SPO.B2C.eMail.Management@gm.com

cc

bcc

Subject Re: GMG - GM Goodwrench - Contact Us

My husband called this number on 8/24.

Since we didn't receive a response, I sent the attached letter via US Mail about two weeks ago.



CHEVROLET LETTER.doc

To date, we have gotten NO RESPONSE - not even an acknowledgement of receipt.

We are not very satisfied with the GM customer service.

Goodwrench_Internet_Response_Team@gm.com



Goodwrench_Internet_Response_Team@gm.com

Sent by:

ABH02085/R/GMAGENT/GMC
@gm.com

To

cc

Subject Re: GMG - GM Goodwrench - Contact Us

08/24/06 10:05 AM

Please respond to
GMG.SPO.B2C.eMail.Management@gm.com

Thank you for visiting the Goodwrench website.

We are sorry to learn of the difficulties you have experienced with your 2002 Chevrolet Impala, [REDACTED]. To resolve your concerns, General Motors requests that you please contact your vehicle division Customer Assistance Center at Chevrolet: 1-800-222-1020. Please have your vehicle identification number and any related paperwork available when you call.

Thank you for your email.

Regards,

Goodwrench Internet Response Team

-----Original message follows-----

Name:

Address:

: Rochester, NY

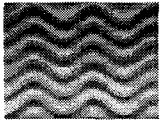
Daytime Phone Number :

ex.

Email Address:

Comments: I have a 2002 Impala (purchased new in Nov 2001) with 42000 miles. I had to replace the engine and radiator due to a leak with the intake manifold (gasket) which the mechanic said was a KNOWN /common

problem, yet none of the cost was covered under warranty.



11/01/06 05:50 PM

To Goodwrench_Internet_Response_Team@gm.com
cc
bcc
Subject Re: Received: Re: GMG - GM Goodwrench - Contact Us

We've tried to be patient with the customer service at GM - we called in August, sent a written (US Mail) letter about 4 weeks ago, emailed last week - and we have gotten NO RESPONSE.....THIS IS RIDICULOUS...

How much do you think our Chevrolets will be worth as trade-ins on a NON-GM vehicle....it is no wonder why people buy foreign with service like this!!

Goodwrench_Internet_Response_Team@gm.com



Goodwrench_Internet_Response_Team@gm.com
Sent by:
ABH02085/R/GMAGENT/GMC@gm.com

To
cc
Subject Received: Re: GMG - GM Goodwrench - Contact Us

10/25/06 04:09 PM

Thank you for your e-mail to the Goodwrench web site. We appreciate hearing from all of our current and future customers!

Our representatives normally respond to e-mail messages within 2 business days. At times we may experience higher volumes of e-mail messages which may create a delay.

Rest assured, we will answer your message in the shortest time possible.

Thank you for your interest in Goodwrench!

Goodwrench Internet Response Team

[REDACTED]
Rochester, NY [REDACTED]

July 6, 2007

Bob Johnson Chevrolet
1271 West Ridge Road
Rochester, NY 14615
Attn: General Manager – Service & Sales

Dear Mr. Sir/Madam:

We are writing to inform you of our dissatisfaction with your dealership service and the general GM customer response. Please see attached the various correspondences that I have sent to GM after discussing the situation with your service representative to no avail. We can't believe we didn't get ANY response in almost a YEAR (we wanted to give adequate time for response!); we were never even given a notice of recognition that a warrant representative would be contacting us. We followed all the instructions regarding the (Quaker State) engine warranty and have been treated poorly when we had to replace the engine in our Impala with 40,000 miles.

We have been life long loyal Chevrolet customers (from a Chevelle, El Camino, Cavalier, previous Silverados, etc), and I worked at a local dealership in the mid-1980s. We also are firm believers in buying American made products, but with this attitude, service and level of quality as measures of assessment, it is no wonder that people purchase foreign vehicles!!!! We now realize how you offer volume discounts, as there is no after care SERVICE.

We actually LOVE the Impala's ride and comfort, but it is no consolation if the dependability and dealership are this unreliable. How can we buy another vehicle when we purchased a GM-dealership KNOWN faulty product and received NO RESPONSE WHATSOEVER from VARIOUS forms of correspondence?? What an example of POOR CUSTOMER RELATIONS for your dealership and GM.

With displeasure and frustration,

[REDACTED]
Attachments



WRITTEN APPLICATION

250,000 Mile/10 Year Lubrication Limited Warranty

Please type or legibly print
(pressing firmly).
All information must be
furnished for application to
be processed.

VEHICLE OWNER/LESSEE NAME [REDACTED]			TELEPHONE NUMBER [REDACTED]	
STREET ADDRESS [REDACTED]				
CITY ROCHESTER			STATE NY	ZIP [REDACTED]
VEHICLE IS: ☒ AUTOMOBILE ☐ PICK-UP TRUCK ☐ VAN			GROSS VEHICLE WEIGHT (GVW) 3370 POUNDS	
YEAR 2002	MAKE OF VEHICLE CHEVROLET	MODEL IMPALA	VEHICLE IDENTIFICATION NUMBER (VIN) 2G1WF52E829 [REDACTED]	
CURRENT ODOMETER READING* 8 MILES		DATE PURCHASED 11/21/01	DATE LEASED	IS VEHICLE COVERED UNDER AN EXTENDED SERVICE CONTRACT ☐ YES ☒ NO
NAME OF MOTOR OIL INSTALLER BOB JOHNSON CHEVROLET			INSTALLER SHIP TO ACCT # 60007476	
STREET ADDRESS 1271 RIDGE ROAD WEST				
CITY ROCHESTER, NY			STATE	ZIP 14615

* If your odometer reading is OVER 36,000 miles, and the vehicle was not manufactured within the past 48 months, you are NOT ELIGIBLE for this Limited Warranty. Individuals, professional associations, or corporations that own or lease vehicles and are primarily obligated for their service and repairs performed at a retail service center qualify for our program. Those vehicles that are used in commercial, agricultural farming or competitive racing conditions do not qualify for our warranty.

QUAKER STATE CORPORATION'S STATEMENT TO VEHICLE/OWNER LESSEE

This Lubrication Limited Warranty is free. No one may charge you for it. It covers fifteen (15) engine parts lubricated by motor oil against lubrication caused failure. It does not extend the vehicle manufacturer's limited warranty. It contains certain conditions and exclusions.

You must maintain your vehicle's engine, including regular oil changes with Quaker State® Motor Oil at least every 4,000 miles or four (4) months, whichever comes first, for this Lubrication Limited Warranty to remain valid. Save all your receipts for oil changes and engine maintenance.

Full details of the program are found within the Lubrication Limited Warranty. You should carefully read the Lubrication Limited Warranty.

I have read the above statements and understand them completely. No other representations about the Quaker State Lubrication Limited Warranty have been made to me. I certify that all the information about my vehicle in this application is true.

11/21/01

Date of Signature

INSTALLER INSTRUCTIONS

Upon completion of this application, the motor oil Installer should:

1. Present vehicle owner/lessee with their copy (canary) of application form.
2. Retain installer copy (pink) in your files for future reference.
3. Mail original application form (white) for registration within 30 days to:

QUAKER STATE WARRANTY HEADQUARTERS
ATTN: WARRANTY COORDINATOR
P.O. BOX 5167
BUFFALO, NY 14240-5167

The Warranty application will be processed for registration and a Warranty issued by Quaker State within 30 days of receipt of application if vehicle meets Warranty requirements.

VEHICLE OWNER/LESSEE - PLEASE NOTE:

Include your Warranty number and issuing Installer when making inquiries to Quaker State about your Warranty.

Limited Warranty Terms continued on reverse side.