



State of Wisconsin
Jim Doyle, Governor

CL-10290672-3518

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

OCT 29 2009

October 21, 2009

GENERAL MOTORS CORP
PO BOX 33170 CUSTOMER ASST CEN
DETROIT MI 48232-5170

RE: **File 519464** (Refer to this number when contacting our agency)
[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,

Bobbi K. Erb
Consumer Specialist
Bureau of Consumer Protection
FAX: 608 224-4939
E-mail: Bobbi.Erb@wisconsin.gov

Enc.:

C: National Highway Traffic Safety Administration

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

MC
3:51
10/29/09
NW

[REDACTED]

From: [REDACTED]
Sent: Monday, October 12, 2009 3:08 PM
To: DATCP Hotline
Subject: Pontiac fire claim denied

My son had a 1998 Pontiac Grand Prix, which had an engine fire three weeks ago, totalling the car. In 2008 and/or 2009, GM issued a recall for this and other cars because oil leaking onto the engine could start a fire, exactly what happened in this case. Unfortunately, my son did not receive the recall notice because of several moves since the purchase.

He put in a claim with GM, which was denied because it was their "understanding that the controlling theory of liability against GM would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Wisconsin is six years from the date of the original purchase." The car was purchased by the original owner in April of 1998, so GM claimed their liability expired in April of 2004.

Is this accurate, or does GM still have liability in a case like this.

Thanks for your help,

[REDACTED]