



State of Wisconsin
Jim Doyle, Governor

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

6
APR 28 2010

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

CL-10330670-8757

April 6, 2010

BOUCHER CHEVROLET
1421 E MORELAND BLVD
WAUKESHA WI 53186

RE: **File 523285** (Refer to this number when contacting our agency)

WAUKESHA 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,

COPY

Amanda R. Busse
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Amanda.Busse@wisconsin.gov

Enc.:

C: NHTSA
CONSUMER SERVICE
400 7TH ST SW
WASHINGTON DC 20590

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State of Wisconsin
Jim Doyle, Governor

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

April 6, 2010

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

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WAUKESHA WI

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From: on behalf of DATCP Hotline
Subject: FW: DATCP Hotline E-mail

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, January 26, 2010 11:43 AM
To: Felton, Wendy L - DATCP
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the 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, Wis. Stats. § 19.31, this complaint will be available for public review upon request, after this department's action is completed.

Date Sent: 1-26-2010

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
Address2: [REDACTED]
P.O. Box: [REDACTED]
City/State: Waukesha, WI
Zip Code: [REDACTED]
County: Waukesha
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at: Home
Best time to call:

Information about the business your complaint is against:

Business Name: Boucher Chevrolet
Business Address: 1421 East Moreland Blvd
Address Line 2:
City/State: Waukesha, WI
Zip Code: 53186
County: Waukesha
Phone: 262-5479-100
Name of the person you talked to: Randy Malitz
Title of the person you talked to: Service Consultant
What product or service did you buy?: Repair Spare tire mechanism

Information About Your Complaint:

Which of the following best describes your first contact with the business?: I went to the business
When did your first contact with the business occur?: 1:30 PM on January 25, 2010
How old is the person who had contact with the business?: 62 and older
Was the item advertised?: Not Advertised
When:
Where:
Did you sign a contract?: No Contract
Contract Number:
Amount paid by: Credit Card
Where were you when you signed the contract?:
Amount paid by: Credit Card

Where did you pay the business?: At the place of business
Did you contact the business about your complaint?: no

Please describe your complaint: I tried to lower the spare tire on my 2004 Chevrolet Suburban. It is stored under the rear of the vehicle on a cable lowering mechanism. The tire would only lower four inches because of a secondary latch system. This system is supposed to be able to be released according to the owners manual. I spent hours over a three day period of time trying to get the tire to lower to the ground. I took it to the dealer, Boucher, to have them release it. The mechanic could not lower it either. They removed the entire mechanism and the tire and put it, at my request, into the cargo area.

My area of concern is that this is a system that improperly designed. It is susceptible to rust after a short period of time which allows it to malfunction. It also is a safety concern in that you could injure yourself crawling under the vehicle and getting your fingers crushed.

I also called Chevrolet and spoke with Maria. After calling the dealer, she stated that it was an issue because of the age of the part. The would not cover my expence of \$55 to get the tire removed or restore it to the usable condition it should have been.

I or my wife could have been on the road with a flat tire on a ten degree day, or night, and had to deal with this. The internet is full of instances of drivers having to deal with issue.

How do you feel this complaint should be resolved?: First, I believe that my expences at the dealership ship be reimbursed. Second, the mechanism should be redesigned. Third, a new mechnism should be installed that operates properly and safely. Fourth, there should be a recall on this issue to keep others from injuring themselves trying to change a flat tire. This extra frustration could lead to a serious accident or loss of life.

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.



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

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

RETURN SERVICE REQUESTED



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CONSUMER SERVICE
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WASHINGTON DC 20590

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