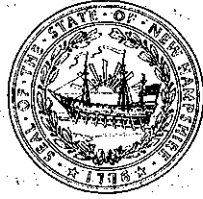


**ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE**

33 CAPITOL STREET  
CONCORD, NEW HAMPSHIRE 03301-6397

MICHAEL A. DELANEY  
ATTORNEY GENERAL

ORVILLE B. "BUD" FITCH II  
DEPUTY ATTORNEY GENERAL



AUG 25 2010

July 29, 2010

[REDACTED]  
Warner, NH [REDACTED]

Re: General Motors Corporation  
Our File No. 201085845

Dear [REDACTED]

The Consumer Protection and Antitrust Bureau ("Bureau") has reviewed your complaint about the above-referenced business.

Given the nature of your concerns, your complaint is being referred to the National Highway Traffic Safety Administration. If they are able to assist you, they will contact you directly.

Sincerely,

A handwritten signature in cursive script that reads "James T. Boffetti".

James T. Boffetti  
Senior Assistant Attorney General  
Consumer Protection and Antitrust Bureau  
Tele: 603-271-3643  
Fax: 603-223-6202

cc: National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

KB  
083010  
TEW

**OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION AND**

**ANTITRUST BUREAU  
33 CAPITOL STREET  
CONCORD NH 03301**

**(603) 271-3641**

**CONSUMER COMPLAINT FORM**

Please type or print neatly, answer all questions as completely as possible, attach copies of relevant documents to the complaint.

**[REDACTED]**  
Your Name

**[REDACTED]**  
Mailing Address

**Warner, NH [REDACTED]**  
City State Zip

**[REDACTED]** Home tel. **[REDACTED]** Work tel.

Email address (if you check it regularly): **[REDACTED]**

**Complaint Against**

Name of Business: General Motors Corporation

Name of Business Representative: Edward E. Whitacre Jr.

Address: P.O. Box 33170

City: Detroit State: MI Zip: 48232-5170 Tel: 313-556-5000

Email Address: Unknown

1. Have you complained to the company? **NO**

Please enclose copy of complaint sent to the business, and the business's reply, if applicable.

2. Describe the product or service purchased: **2003 GMC Yukon XL Vin# 1GKGGK26U03R [REDACTED]**

3. Cost of product or service: **44,343.41** Date of Purchase: **12/13/2003**

4. Was a contract signed? **YES**

5. Did you receive a warranty? **YES**

6. Did you purchase an extended warranty or service plan? **NO**
7. Payment method: **Check**
8. Was the product or service advertised? **NO**
9. Have you hired a lawyer? **NO**
10. Have you contacted any other agency? **YES : NHTSA.GOV Office of Defects Investigation  
FTC.GOV**
11. May we contact the business? **YES**

Failure to answer "yes" to this question limits the capability of this office to mediate complaints. We will not mediate your complaint if you answer no. In addition we cannot guarantee your anonymity to the company. If you answer "yes" and the Bureau contacts the business, your name will be disclosed and a copy of your complaint will be sent to the business.

12. Briefly explain the facts of your complaint, the problems you are having with the company, and what you think is a fair resolution to your problem. You may attach additional pages if necessary. We will contact you if we need more specific details.

**I believe the vehicle I purchased should have a product recall due to defective manifold bolts which are snapping on GM V8 Engines built From 1999 to 2007. The video posted on Youtube describes the situation I am in. Please see [www.youtube.com/watch?v=0yG6WIBNZGI](http://www.youtube.com/watch?v=0yG6WIBNZGI) My service rep, Keith Reid, at the local GMC dealer in Concord described these bolts as "brittle" and informed me in April my GMC Yukon has two broken manifold bolts and quoted a range of \$450 to \$525 to repair. To fix the broken bolt requires 2.6 hours labor PER SIDE. I was told not implementing the fix would cause the dealership to fail the vehicle for inspection as broken bolts can cause an exhaust leak. Given the scope of the problem, GM V8 Engines from 1999 to 2007, and the expense of the repair of a non moving part in the engine compartment I believe GM should be forced to issue a product recall and pay for this repair.**

**Please read the following before signing below.**

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, or to other governmental or law enforcement agencies, or public interest consumer advocates, including the Legal Advice and Referral Center, New Hampshire Legal Assistance, Franklin Pierce Law Center Legal Practice Clinic, Better Business Bureau and the Pro Bono and Lawyers Referral Programs of the New Hampshire Bar Association.

The above complaint is true and accurate to the best of my knowledge.

\_\_\_\_\_  
Signature ( )

\_\_\_\_\_  
Date

*Document Generated by Online Consumer Complaint Form on 7/21/2010 5:59:39 PM*

8048  
THE STATE OF NEW HAMPSHIRE  
DEPARTMENT OF JUSTICE  
33 CAPITOL STREET  
CONCORD, N.H. 03301-6397

RETURN SERVICE  
REQUESTED

PRESORTED  
FIRST CLASS



02 1R  
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NHTSA  
WEST BUILDING  
1200 NEW JERSEY AVE SE  
WASHINGTON DC 20590

03301 20590

