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NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631

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

Arnold Schwarzenegger, Governor
State of California

Dale E. Bonner, Secretary
Business, Transportation & Housing Agency

Robert T. (Tom) Flesh, President • Ramon Alvarez C., Vice President

Ryan L. Brooks • Peter Hoffman • David C. Lizárraga • Haig Papaian • Victoria R. Pearson • Glenn E. Stevens • David W. Wilson

August 24, 2010

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

AUG 25 2010

Case # C-0060-2011

Enclosed please find a copy of the complaint I received from [REDACTED] concerning her 2008 Uplander Van.

I'm referring the complaint to you since the facts appear to raise a matter within your jurisdiction. I'm continuing my mediation efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,

Jackie Grassinger
Mediator

Enclosure

HC
083010
TW

State of California *Arnold Schwarzenegger*,
Governor

Business, Transportation and Housing Agency *Dale E. Bonner*,
Secretary

NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)445-1888, Fax:323-1631

nmvbmediation@nmvb.ca.gov

<http://www.nmvb.ca.gov>

Mediation Request Form

Case #:

Assigned To:

First Name: [REDACTED]	MI:	Last Name: [REDACTED]
Address: [REDACTED]		
City: Rocklin	State: CA	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: John L. Sullivan	Name: John L. Sullivan	Name: GM
Address: 350 Automall Drive	Address: 350 Automall Drive	Address: P O BOX 13770
City: Roseville	City: 916-782-1243	City: DETROIT
State: CA Zip: 95661	State: CA Zip: 95661	State: MI Zip: 48232-5170
Telephone: 916-782-1243	Telephone: 916-782-1243	Telephone: 1-866-790-5600

Vehicle(make): CHEVROLE T	Model: UPLANDER VAN	Year: 2008
Date of Purchase/Lease: 11/2008	Vehicle License#: VAN AT CHEV	Current Mileage: 61,000
This was a: Purchase	Mileage at Purchase/Lease:	Vehicle I.D. NO.: 1GNDV23W38D [REDACTED]
The vehicle was: New	Type of Warranty on Vehicle: Manufacturer	
<p>Have you given written notice of defects to manufacturer? Yes Has manufacturer (or designated agent) attempted repairs? No If yes, list repair dates: LAST HEARD FROM THEN 8/10</p>		
<p>IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent.</p> <p>Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.</p>		
Basis Of Complaint		
Electrical System Other		
Details Of Complaint		
<p>Explain your complaint. CHARGING SYSTEM FAILURE check the Internet and you will find there are hundreds of complaints CHARGIG SYSTEM FAILURE. GM SHOUD HAVE THIS ON RECALL BECAUSE THE REPS SEEM TO KNOW ABOUT IT. GM IS AWARE OF THIS PROBLEM AND HASN'T PUT IT ON RECALL. Since I have had this 2008 Chev Uplander I have replaced the battery 3 times. The last time was on 8/15. A battery I purchase from Costco in Roseville, Calif. I had to even replace the brakes on it 8 months ago. I have always change oil and fluids and check tire pressure and rotate the tires. 8/15 Put in the new battery and CHARGING SYSTEM FAILURE</p>		

came up and it wasn't holding the charge. 8/16 Called John L. Sullivan and spoke to a nice gentlemen, Dave, who said we will see what is wrong, fix it at no cost. He stated he would get a rental car until it is repaired. HE DIDN'T SAY 1 DAY EITHER. Greg from the dealership put stop to it. Greg is one hateful, mean, and rude person. 8/17 Called GM rep and explained the problem and they said they would call the dealership and call back. No call back. 8/18 Called and talked to rep again who said to hold she was calling the dealership. After 30-40 minutes (long 2-4 minutes that she told me to hold on) I hung up and called back. The rep stated it would be turned over to a specialist who would get it resolved. HERE ARE LINKS ON THE COMPLAINT:CHARGING SYSTEM FAILURE (BEEN GOING ON SINCE 2005-THIS ONLY A FEW), BUT PLEASE READ THE LAST ONE. EVEN IF THE ALTERNATOR GETS FIXED IT MAY NOT MAKE THE VAN WORK. ONE OF THEM HAS A CONSUMER COMPLAINT AND ONE OF THE LINKS GOT IN A WRECK BECAUSE OF THIS PROBLEM. I BELIEVE THEY SHOULD REPLACE THE VAN. I ORGINALLY WANTED A DODGE THAT WA NEW WITH 100 MILES, BUT THE SALEMAN SAID THE UPLANDER IS BETTER AND CHEAPER.

[http://www.greenflagauto.com/forum/index.php?showtopic=1885,](http://www.greenflagauto.com/forum/index.php?showtopic=1885)

[http://chevroletforum.com/forum/showthread.php?t=21063,](http://chevroletforum.com/forum/showthread.php?t=21063)

[http://www.aboutautomobile.com/Complaint/2008/Chevrolet/Uplander/Electrical+System,](http://www.aboutautomobile.com/Complaint/2008/Chevrolet/Uplander/Electrical+System)

[http://www.arfc.org/complaints/2008/chevrolet/uplander,](http://www.arfc.org/complaints/2008/chevrolet/uplander)

[http://www.fixya.com/cars/t2589497-getting_charging_system_failure,](http://www.fixya.com/cars/t2589497-getting_charging_system_failure)

[http://www.chevroletforum.com/forum/showthread.php?t=21063,](http://www.chevroletforum.com/forum/showthread.php?t=21063)

[http://www.justanswer.com/questions/1w13t-i-have-a-2005-chevy-uplander-my-headlights-were-flickering,](http://www.justanswer.com/questions/1w13t-i-have-a-2005-chevy-uplander-my-headlights-were-flickering)

[http://www.justanswer.com/questions/3wozj-alternator-not-charging-battery-how-can-i-check-the-alternator,](http://www.justanswer.com/questions/3wozj-alternator-not-charging-battery-how-can-i-check-the-alternator)

http://www.fixya.com/cars/t4092277-december_2_batteries "By decoblue21 on Feb 09, 2010 Since December we have had 2

batteries and an alternator replaced in our 2008 Uplander. The battery is constantly loosing amps. And the car has failed to start on a number of occasions. We charge it but eventually the battery just doesn't hold the charge. The really weird thing is that when it's idling it gains amps and when the car is being driven it loses amps. Eventually however, it just doesn't even take the charge. No one can figure out what is going on. Do you have any advice?" 8/19 11:50 AM Dave, specialist 1-866-790-5600 x11317, said he would call the dealership and call back. 8/20 Called and left messages on voicemail of Dave's because he never called back. 3:00 PM called and talked to another rep who said she can't do anything, but will send him a message to call immediately. 8/23 NO CALL FROM THE SPEICALIT DAVE AND LEFT ANOHER MESSAGE. I honestly believe that they are playing a game and want me to give up and say forget and pick up my van that has been sitting at John L. Sullivan for over a week. I have 5 grandchildren to take to and from school and I am in a WHEELCHAIR. I have to make two trips constantly to and from school, to church or anywhere we go because the rental car is tiny and can't hold all of us. By doing this it has taken more gas then my van because I make only one trip in the mornings instead of two. I believe that my alternator on this new van, that shouldn't have gone out, should be replaced free of charge and sice Dave a the dealership stated he would get us a rental car, DIDN'T INDICATE IT WAS FOR ONE DAY, until the van is fixed, we shouldn't have to pay for it. I HOPE YOU GUYS CAN HELP. MY NEIGHBOR TOOK ME TO KAISER ER YESTERDAY BECAUSE THIS HAS UPSET ME SO BAD I THOUGHT I WAS HAVING A HEART ATTACK, BUT IT WAS STRESS ATTACK AND THE DOCTOR SAID I COULD CAUSE MYSELF TO

HAVE ONE. These people at GM play games, tell you what you want to hear-you're getting help with a resolution-when there is nothing. I hope you can help, please. [REDACTED]

[REDACTED]