



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

New Jersey Office of the Attorney General

Division of Consumer Affairs

Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

January 31, 2011



PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

NEWTON NJ

Re: GENERAL MOTORS
File Number: 01-31-11G0000062838

Dear

Thank you for contacting Governor Chris Christie. Your correspondence has been referred to the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590
888-327-4236
www.nhtsa.dot.gov

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate
Patricia D. Pate
Supervisor
Consumer Service Center

BARCODE: 000000092580
RR11.pri

FEB 09 2011

New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection



Date Reviewed: _____
From: _____

Log # 01-31-11G0000062838

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: GENERAL MOTORS

Nature of Complaint

UNSAT MERCHANDISE

Product/Service Code


650 - MV NEW

Comments:

Office of the Attorney General

Citizens' Services

Date: 01-11-2011

Received Date : 01-10-2011
Correspondence Date : 01-06-2011
Subject : Auto Dealer Fraud
Name : 
Affiliation :
Assigned to : Nancy Fitterer
Division of Consumer Affairs
Due Date : 01-24-2011
Issue : complaint against GM
Comment :
Response Type : Respond on behalf of Governor
Response Date :

Forward with all drafts, response copies, and original correspondence to:

Kristi J. Golden
Citizens' Services
Office of The Attorney General
Richard J. Hughes Justice Complex
8th Floor, West Wing, CN-080
Trenton, NJ 08625

92580

citizens Servicesocr - ocr mail (Intranet Quorum IMA00615532)

From: "Office of The Governor (imailagent)" <imaocr@gov.state.nj.us>
To: <citizens.servicesocr@lps.state.nj.us>
Date: 1/10/2011 9:52 AM
Subject: ocr mail (Intranet Quorum IMA00615532)
Attachments: IQFormatFile.txt

OFFICE OF THE GOVERNOR
OFFICE OF CONSTITUENT RELATIONS
STATE HOUSE
P.O. BOX 001
125 WEST STATE STREET
TRENTON, NEW JERSEY 08625

PHONE: (609) 777-2500
FAX:(609) 292-3454

*** RTS - REPLY TO SENDER REFERRAL SLIP ***

REFERRED TO DEPARTMENT DEPARTMENT OF LAW AND PUBLIC SAFETY
ATTENTION ATTORNEY GENERAL PAULA DOW
DATE REFERRED 1/6/2011
PLEASE RETURN BY 1/28/2011

WORKFLOW ID 1437530
CONSTITUENT NAME [REDACTED]
ADDRESS [REDACTED]
CITY, STATE, ZIP NEWTON, NEW JERSEY [REDACTED]

CONSTITUENT EMAIL [REDACTED]
CONSTITUENT PHONE [REDACTED]

O.C.R. RESPONSIBLE JONATHAN PANTANO

CONSTITUENT E-MAIL MESSAGE:

QC 1/6/2011 6:35:56 PM To whom it may concern,
_I purchased a new 2007 Chevy Silverado 2500 series and since then I have had many problems. I had mechanical problems; the paint was peeling off door moldings and turned yellow in color, rot on inside of doors, under bed as well as from door moldings down on outside of doors. I addressed my concerns to the local dealer and they said paint and rot is a special warranty and would get back to me, which was the last I

heard.

I patiently waited, for the dealership before calling Chevy at 1-800-222-1020 ex 32607. After going through many layers of Chevy, I spoke to Barbara; she opened a case about all the issues listed above. Since then I have heard nothing back, no returned calls or case updates. The truck, now three years old, is sitting in my driveway used out of necessity due to the problems and warranty guide lines, i.e. miles and awaiting a call from GM to resolve these issues. There is no reason for this NEW truck to rot or fall apart!! I am having the truck___s rot fixed and re-painted since it seems GM is buying it___s time so they don___t have to fix anything. Enclosed are the bills for moldings, body and paint work, and the before and after pictures! I want my money back for these repairs!

Other issues I have with the truck consist of the door___s arm rest is extremely noisy, the seats have bad springs and are loud, engine light came on six times due to the same problem, now having 35,581 miles the engine light is on again, three front ends and the truck now needs a fourth. truck has been down a year in total.

I would like GM to buy my truck back or figure out the problems and fix them, all of them. Also, I would like GM to extend my warranty ongoing existing problems.

Another option is for GM to replace the truck! THIS HAS BEEN GOING ON TO LONG AND STILL NOTHING BEING DONE FROM GM!!

I called GM on 10/6/10 and was told my case was closed. How can this be? I called Barbara once a week and left messages with my phone numbers and the case number. I like to know how can Barbara lose both my phone numbers? I am at a loss for words as to how GM is handling my case. I used to pride myself in GM___s products and services and I am now reconsidering. Due to this horrific experience I am having my patronage in the future is doubtful.

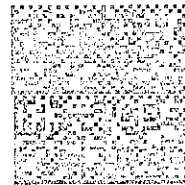
Case has been reopend and pushed person to person and still GM is playing games I NEED YOUR HELP..

INSTRUCTIONS: Please reply directly to constituent and return this referral slip with a written indication of the action taken and the original correspondence.

Note: When returning the referral to OCR, please mark the envelope which contains the referral to the attention of the OCR staff person indicated next to the 'O.C.R. Responsible' entry.

State of New Jersey

DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIRS
OFFICE OF CONSUMER PROTECTION
P.O. BOX 45025
NEWARK, NJ 07101



Postage

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\$00.44

02/03/2011

Mailed From 06625

US POSTAGE

US Dept of Transportation
NHTSA
Office of Defects Investigation (NUS-210)
1200 New Jersey Ave SE
Washington DC 20590

