



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

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

April 19, 2012

National Highway Traffic Safety Administration
US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

MAY 07 2012



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

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

Re: [REDACTED]

File Number: 04-19-12G0000084132

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection

NAM
050912
RW

Office of the Attorney General

Citizens' Services

Date: 03-27-2012

Received Date : 03-26-2012

Correspondence Date : 01-27-2012

Subject : Auto Dealer Fraud

Name :

Affiliation :

Assigned to : Nancy Fletterer
Division of Consumer Affairs

Due Date : 04-09-2012

Issue : complaint from refuses to repair his vehicle for a recall issue

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-084
Trenton, NJ 08625

From: "Office of The Governor (imailagent)" <imaocr@gov.state.nj.us>
To: <citizens.servicesocr@ips.state.nj.us>
Date: 3/26/2012 12:04 PM
Subject: OCR Mail (Intranet Quorum IMA00922012)
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 DepartmentDepartment of Law and Public Safety

Attention Attorney General Jeffrey Chiesa

Date Referred 1/27/2012

Please Return By 4/13/2012

Workflow ID 1708035

Constituent Name [REDACTED]

Address [REDACTED]

City, State, Zip Oak Ridge, New Jersey [REDACTED]

constituent email [REDACTED]

Constituent phone [REDACTED]

Constituent phone [REDACTED]

O.C.R. Responsible Jonathan Pantano

CONSTITUENT E-MAIL MESSAGE:

QC 1/27/2012 5:22:30 PM Would it be possible for guidance and or assistance regarding my vehicle repair or reimbursement. Isuzu has identified my VIN as a recall however will not repair or reimburse my vehicle. Isuzu stated that they sent a letter in which I never received. I am very shaken by this experience and feel I have no where to go for help.

My auto mechanic informed me of a 1,500 dollar cost and was kind enough to inform me of the recall

I contact

http://www-odi.nhtsa.dot.gov/recalls/results.cfm?rci_id=10V436000&searchtype=quicksearch&summary=true&refurl=rss and lodge a complaint. NHTSA recommended contacting the Attorney General - Please 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.

OFFICE OF THE DIRECTOR

2012 MAR 29 PM 2:13

NEW JERSEY DIVISION
CONSUMER AFFAIRS

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



10/23/11

070H28521305

\$00.450

04/23/2012

Mailed From: 08648

US POSTAGE

10/23/2011

No Spill Highway Traffic Safety Administration
\$100.00
2011
10/23/2011
10/23/2011