



State of Wisconsin
Governor Scott Walker

APR 27 2012

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

CI-10456357-4740

April 16, 2012

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

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

RE: **File 547175** (Refer to this number when contacting our agency)

[REDACTED]

OSHKOSH 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,

Daniel H. Hoesly
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Daniel.Hoesly@wisconsin.gov

C/Enc. National Highway Traffic Safety Administration, Center for Auto Safety

Agriculture generates \$59 billion for Wisconsin

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Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr.) Mrs. Miss Ms. [redacted] (circle one) 2081 # (first) [redacted] (middle) [redacted] (last) 1st #

Phone: Home [redacted] Work () ext. [redacted] Cell/ [redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: [redacted]

Address: [redacted] Apt.# [redacted] PO Box: [redacted]

City: Oshkosh State: WI Zip: [redacted] County: Winnebago

2. What business is your complaint against?

Name of business: Gm Pontiac Vehical recall - only address I could find

Address: [redacted] Ste. # [redacted] PO Box: 909989

City: Milwaukee State: WI Zip: 53209-9989 County: Milwaukee

Phone: (800) 231-1841 Name of person you talked to: Richard/ Joe Title: Alligation Dept.

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- Person from business came to my home
- Person from business called me
- Business sent me information in the mail
- I attended a convention or trade show
- I went to the business
- I telephoned the business *about recall*
- I responded to a radio or TV ad
- I responded to a printed advertisement
- Internet Email

4. When did the first contact occur? month: March day: 19 year: 2012

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) 1999 Pontiac Grand Prix

7. Was it advertised? (circle one) No Yes Date: _____ Where: _____

8. Did you sign a contract? (circle one) No Yes Date: _____ Number on contract, policy or receipt _____

9. If yes, where were you when you signed the contract? _____

10. Amount paid: \$ 1,500 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one) We paid cash for underhood fire repairs

- At my home
- Over the telephone by credit card
- By mail
- At the company's place of business
- Away from company's place of business
- At a convention or trade show
- Internet *needed*

12. Did you contact the business about your complaint? Yes When? Nov 2011 + 3/2012 What happened? Nov - no call back. March - just begining claim again now.

13. Have you filed this complaint with another agency? Yes Agency name? Gm What happened? dropped claim - November (no call back

14. Have you contacted a private attorney? Yes Have you started court action? Yes tous from them)

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. February 2010 I stopped to pump gas in Fond du Lac at Kwik Trip on Johnson St. I pumped gas, went into pay, and then started my car up and that's when I immediately noticed some out of the (R) side of hood. I opened the hood and flames were roaring out. Everyone was yelling and running as I went for a fire extinguisher to put out the flames. I then had to have my car towed to Oshkosh and worked on for a few days. I was then without a car for a week.

~~3rd~~ 3rd safety recall notice - Nov. 2011 - contacted them also.

16. How do you feel your complaint should be resolved? *(please be specific)* I would like a check to pay for the damages the fire caused that I paid out of pocket. And also for the towing costs from Fond du Lac to Oshkosh I had to pay out of pocket fr also.

This complaint and the information you provide will be used in efforts to resolve your 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, this complaint will be available for public review upon request, after this department's action is completed.

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

Your signature _____ Date: 3-20-2012

Return this form and two copies of your papers to:

BUREAU of CONSUMER PROTECTION
 2811 Agriculture Drive
 PO Box 8911
 Madison WI 53708-8911
 Toll-free in WI: (800) 422-7128

EMAIL: DATCPHotline@Wisconsin.gov
 (608) 224-4976
 FAX: (608) 224-4939
 TDD: (608) 224-5058
 WEBSITE: www.datcp.state.wi.us

TK Auto Service LLC.
2947B Jackson
Oskosh WI 54901

(920) 203-7780

AUTO REPAIR ORDER

NAME [REDACTED]
ADDRESS [REDACTED]
CITY, STATE Oskosh WI

QUAN.	PART NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION			
				DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
1	615-180	JAPAN Intake (Platinum)	212.50	3-2-10			
1	MS953091	Lower Intake (Platinum) Gaskets	90.98	09 Part G-P			
1	3849	Thermostat (Globe)	14.73				
2	Gallon	Coolant 15.99/gal	31.98	Intake Gaskets (Labor)			230.00
6	41101	Spark Plugs	72.60	Oil Change			20.00
1ct	CH76151	Spark Plug Wires	60.05	TOP Labor			125.00
1	MC99754	A.R. Filter Used Engine Cover	15.90	VC Gasket			70.00
		Used oil Filter Spout	11.00	Pressure Washed Engine Compartment			n/c
1ct	V850080R	VC Gaskets	30.60	Washing not done			
TOTAL PARTS				622.44	GAS, OIL & GREASE	ACCESSORIES	LABOR ONLY
					GALS. GAS		PARTS
					QTS. OIL		ACCESSORIES
					LBS. GREASE		GAS, OIL, & GREASE
					TOTAL GAS, OIL & GREASE		MISC. MERCHANDISE
					<input type="checkbox"/> RETAIN PARTS		SUBLET REPAIRS
					<input type="checkbox"/> DESTROY PARTS		TAX
ESTIMATE AMOUNT • PARTS & LABOR					TOTAL ACCESSORIES		TOTAL
							495.00
							528.44
							1023.44
							8.00
							51.57
							1083.01

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE BEING REPAIRED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE IF YOU DO NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

DEAROWN BEHNSIE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs, but call me before continuing if the price will exceed \$_____
3. I do not want an estimate.

AUTO REPAIR ORDER

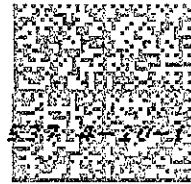


**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

RETURN SERVICE REQUESTED

PRESORTED
FIRST CLASS



repost

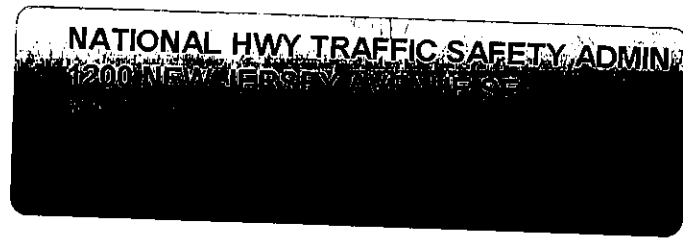
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04/19/2012

Mailed From: 53718

US POSTAGE



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