

THOMAS J. MILLER
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION



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MAY 29 2012

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Department of Justice

May 8, 2012

[REDACTED]
Sioux City, IA [REDACTED]

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

RE: General Motors Corporate

File # 2010-117112

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

We have received and reviewed your letter about the above-referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was forwarded to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit. A lawsuit may be pursued in small claims court without the assistance of a private attorney if your claim is within the monetary limit for small claims court jurisdiction. In Iowa that limit is \$5,000.00. If your small claims lawsuit is to be filed in another state, you may wish to consult the appropriate clerk of court in that state.

If your search for an attorney is difficult, you may wish to ask friends for recommendations. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 (Iowa only) or 515-280-7429 for more information. As another option, telephone directories typically have listings for lawyers in the yellow pages section under "Attorneys."

In addition to filing a complaint with our office for possible assistance, you may be able to use a new state law, effective July 1, 2009, that gives consumer fraud victims the right to file lawsuits against the companies or individuals who allegedly defrauded them. This new law is known as the Private Right of Action for Consumer Frauds Act. You may wish to consult a private attorney about whether you have a right to pursue a lawsuit based on the facts in your case. One of the key features of this new law is that the defendant will have to pay your attorney fees if you win. Please understand that you may contact a private attorney at anytime, even while your complaint is pending with our office. If you do not know the names of any attorneys, you might wish to look in your local Yellow Pages telephone directory under "attorneys" or contact the Lawyer Referral Service of the Iowa State Bar Association

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at www.iowabar.org. For more information about the new Iowa law, go to our website:
www.IowaAttorneyGeneral.gov.

Thank you for contacting us regarding this matter.

Sincerely,



STEPHEN SWITZER
Investigator

cc: National Highway Traffic Safety Administration
✓ Department of Transportation
400 7th Street, SW, Room 2318
Washington, DC 20590

AG CONSUMER

From: [REDACTED]
Sent: Wednesday, April 11, 2012 4:27 PM
To: AG CONSUMER
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Wednesday, April 11, 2012 at 16:26:53

name: [REDACTED]

address: [REDACTED]

city: Sioux City

state: IA

zipcode: [REDACTED]

homephone: [REDACTED]

age: 24

respname: General Motors Chevrolet

respaddr: P.O. Box 33170

respcity: Detroit

respstate: MI

respzip: 48232

respphone: 800-222-1020

vin: 1GNDT13W1S2 [REDACTED]

product: Two recalls, one was repaired June 2011. Another with the anti-lock brake system caused an at fault accident that GM rejected the claim against stating the vehicle is too old.

newused: Used

datepurch: 10/07/2010

amtpurch: \$1500.00

amtpaid: \$1500.00

howpay: Check

contbus: Yes

contatty: No

resolvefair: I would like all repairs completed and reimbursed to the owner of the vehicle I collided with as well as repairs and reimbursement for my vehicle for both recalls and any damage caused by the accident.

comments: General Motors manufactured a defective vehicle and issued recalls several years after the original purchase date from the Chevrolet dealer (I purchased vehicle used from a dealer in Sioux City, IA). General Motors is refusing to repair or reimburse for any

costs of accident caused by defect or any previous repairs caused by defects.

submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.12)
Gecko/20101026 Firefox/3.6.12

AG CONSUMER

From: [REDACTED]
Sent: Wednesday, April 11, 2012 3:15 PM
To: AG CONSUMER
Subject: Lemon Law Information

To Whom it May Concern:

I purchased a 1995 Chevrolet Blazer S10 on 10/7/2010. I have recently come to find that there are two recalls that have caused thousands of dollars in repairs and also an accident. I have filed a claim with GM that was rejected for the reason that Iowa has a statute claiming that recalls that are not repaired within 15 years of the original purchase date are void. After reviewing the Iowa State Lemon Law online I see that it can be considered a lemon within the first 24 months of ownership. I'm looking for any information that may help me resolve this matter, or a clarification of how the Iowa Lemon Law works.

Best Regards,



[REDACTED]
VIZIO // TECH SUPPORT & SALES REP
800 STEVENS PORT DR, STE DD750, DAKOTA DUNES SD 57049

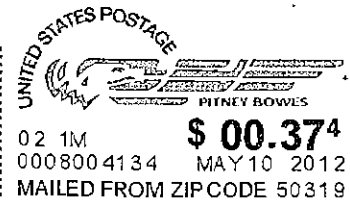
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4/18/2012

STATE OF IOWA
DEPARTMENT OF JUSTICE
CONSUMER PROTECTION DIVISION
HOOVER BUILDING
DES MOINES, IOWA 50319

Address Service Requested

PRESORTED
FIRST CLASS



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Department of Transportation
400 7th Street, SW, Room 2318
Washington, DC 20590

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