

C1-10473462-13051



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

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

AUG 22 2012

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



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

August 15, 2012

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

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

Re: [REDACTED]
File Number: 05-16-12G0000085585

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

CM/kcn

MC
082812
Pw



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Stockholm
 STATE: NEW JERSEY ZIP: [REDACTED]
 HOME TELEPHONE NUMBER: [REDACTED]
 WORK TELEPHONE NUMBER: [REDACTED]
 E-MAIL ADDRESS: [REDACTED]

BUSINESS: GENERAL MOTORS LLC
 ADDRESS: P.O. BOX 300
 CITY: DEERBT
 STATE: MI. ZIP: 48265-3000
 TELEPHONE NUMBER (1): 800-888-0164
 TELEPHONE NUMBER (2): Fax 313-665-0911

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older.

1. Nature of complaint (please check the appropriate box(es)):

- Automotive Automotive Repairs Banking Credit Card
- Charity Direct-Mail/Sweepstakes Home Repair Internet/Cyberspace
- Professional Service Stocks/Securities Telemarketing Telecommunications
- Bingo/Raffle Health Club Warranty Advertising
- Wheelchair Lemon Law Weighing/Measuring Devices Used Car Lemon Law New Car Lemon Law
- Home Furnishings Other (specify) _____

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used
- b. Purchased Leased
- c. Purchase Price \$ 3,000.00 Current Mileage 159,000
- d. Date of purchase MARCH 2009 With Warranty With Service Contract As Is
- e. Make PONTIAC Model Grand Prix Year 2008

3. Name of company with which you dealt: Bought car from my daughter in law

4. Name and title of company agents or employees with whom you dealt: - N/A

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I purchased this vehicle from my daughter in law in 2009 with 132,000 miles on it. This vehicle had a recall on it from April 8, 2009 NHTSA Campaign # 09V116000 and Manufacture Campaign # 9049 for 1997 to 2003 Pontiac Grand Prix's with 3.8L V6 naturally aspirated engines (which this vehicle had) this recall was for (ENGINE FIRE RECALL) I received the recall notice's in 2010 and took the car to Royal Pontiac Buick, GMC at 385 Rt. 23 No. Sussex N.J. 07461-3105 on 4-12-2010 and they performed the campaign per General Motors Division Request. (See attached invoice from Royal Pontiac dated 4-12-2010. On March 7, 2012 I drove this car to my sons house and after pulling into his driveway turned the car off and went into his house. A few minutes later my daughter in law called me because she saw smoke going by their front window I went out to the car and saw that it was on fire - I ran back into the house and called the fire department and put the fire out. (Looks like it started in the front of the engine by the timing harness just like the says in the recall. with 159,000 miles I did not have fire 2nd off the car I called Pontiac (G.M) and put in a claim which they respectfully denied the claim. (See attached letter) I feel that they should be somewhat responsible from their products especially when they know of a problem. (The recall) which was done by them. So to take a loss due to only being able to junk the vehicle.

6. The amount of loss involved in this complaint: \$ 2,000.00 ± . Please provide a breakdown of these losses:

Due to car fire - sold car as junk for \$ 200.00
Because G.M (Pontiac) refused my claim. See
copy of attached letter from G.M. Claims Administrator
dated March 22, 2012

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

Signature*

RECEIVED
MAY 8 2012
N.J. DIVISION OF CONSUMER AFFAIRS

May 8, 2012
Date

* This certification must be signed by the person completing the form.



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Sasha Henson
Claims Administrator

March 22, 2012

[REDACTED]
Stockholm, NJ [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 740365
Our Client: General Motors LLC
Date/Event: 3/7/12
Subject vehicle: 2001 Pontiac Grand Prix
VIN: 1G2WP52K01F [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in New Jersey is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on January 15, 2005, and this statute would have expired on January 15, 2009. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Sasha Henson

Sasha Henson
Claims Administrator



PONTIAC
BUICK
GMC

355 Route 23 North, Sussex, NJ. 07461-3105 • Phone: 973-875-3121 • Fax: 973-875-1588 • www.RoyalPBG.com

CUSTOMER NO 204489	ADVISOR LLOYD	TAG NO 0030	W/DCR DATE 04/12/10	INVOICE NO PNC5183995
	LABOR RATE	LICENSE NO.	MPLEAGE 144,138	COLOR TAN/
STOCKHOLM, NJ	YEAR / MAKE / MODEL 01 / PONTIAC / GRAND PRIX / 4DR SDN			DELIVERY DATE
	VEHICLE ID NO 1G2WP52K01F			SELLING DEALER NO
	FTE NO	PO NO	RO DATE 04/12/10	PRODUCTION DATE
RE	BUSINESS PHONE	COMMENTS		

MO: 144138

LABOR & PARTS
~~02PNZ7RECALL~~ ~~FACTORY RECALL~~ ~~TECH(S):0004~~ ~~WARRANTY~~
 PERFORMED CAMPAIGN PER GENERAL MOTORS DIVISION REQUEST
 09047 ENGINE FIRE RECALL
 REQUIRED BY GM
 RECALL COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88891792	RETAINER 2.251		WARRANTY
JOB # 1	1	12132229	RETAINER 2.251		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

~~201PNZ727PT~~ ~~27 POINT INSPECTION~~ ~~TECH(S):0004~~ ~~0:00~~
 PERFORM COURTESY 27 POINT INSPECTION
 COURTESY
 PERFORMED INSPECTION
 ON NEXT SERVICE VEH WILL NEED THE FOLLOWING
 REAR BRAKES AND ROTORS
 LOF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS
WAIT

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT ROYAL !!!	TOTAL LABOR....	0.00
OUR GOAL IS YOUR COMPLETE SATISFACTION WITH OUR SERVICE.	TOTAL PARTS....	0.00
SHORTLY YOU WILL BE RECEIVING A QUESTIONNAIRE FROM	TOTAL SUBLET...	0.00
GENERAL MOTORS: THIS IS OUR REPORT CARD ON HOW WELL WE	TOTAL G.O.G....	0.00
SERVICED YOUR VEHICLE. IF, FOR ANY REASON YOU CAN'T ANSWER	TOTAL MISC CHG.	0.00
"COMPLETELY SATISFIED", CALL OUR OWNER ENGLE OOSTDYK	TOTAL MISC DISC	0.00
AT 973-875-3121 EXT. 114	TOTAL TAX.....	0.00

CASH [] CHECK [] CHECK# []
 VISA [] MSTRCD [] A/R []
 AMEX [] DSCVER []

TOTAL INVOICE \$ 0.00

RETAIL PARTS SOLD DESIGNATED WITH AN ASTERISK (*)
CARRY A GM GOODWRENCH LIMITED LIFETIME WARRANTY
ALL OTHER PARTS ARE WARRANTIED 12MO/12,000 MILES

CUSTOMER SIGNATURE

Reorder From: NJ GM Service, Inc. (800) 843-3655 8770940 (800)

LIMITED LABOR WARRANTY

Only GM Parts and Accessories installed by dealer are covered (parts and labor), for 12 months/12,000 miles, whichever comes first, from the date of installation.

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system -- when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.



MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: 01 PONT Date: 4/12/10

Repair Order #: 183995 VIN (last 8 digits) 142126 Odometer: _____ MI: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR

OnStar Subscription activated OnStar DMN Enrollment Remaining engine oil life: 0 % Reset: N/A Air Conditioning Performance

WIPER BLADES CHECK TIRES AND TREAD DEPTH CHECK BATTERY

WIPER BLADES

LF RF

Rear (if applicable) Windshield condition

Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

(Check body condition)

LF 8/32 or Greater
7/32 to 4/32
 3/32 or Less
PSI @ _____ set to: _____ PSI

LR 8/32 or Greater
7/32 to 4/32
 3/32 or Less
PSI @ _____ set to: _____ PSI

(Check lamps)

Lowest Tread Depth: _____ /32

Rotation needed Alignment needed Balance needed

Rotation performed Alignment performed Balance performed

Wear Pattern/Damage RF RR

CHECK BATTERY

Battery condition Battery cables and connections

CHECK FLUID LEVELS CHECK BRAKES/MEASURE FRONT AND REAR LININGS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF RF

LR RR

7 mm (9/32) or greater
6 mm (8/32) to 4 mm (5/32)
3 mm (4/32) or less
4 mm (5/32) or greater
3 mm (4/32)
2 mm (3/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS ADDITIONAL RECOMMENDED SERVICES

ADDITIONAL CHECKS

Inspect for visible leaks:

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts - also check operation

Inspect visual condition:

Belts: engine, accessory, serpentine, and/or V-drive

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints

Exhaust system components

ADDITIONAL RECOMMENDED SERVICES

1) _____

2) _____

3) _____

4) REAR DISC PADS

5) ROTOR

6) _____

7) LOF DUR

8) _____

Service Consultant: _____

Technician: Kenn C No.: _____

SIMPLIFIED MAINTENANCE

MI Required Performed MII Required Performed



Goodwrench

SIMPLIFIED MAINTENANCE

Service Performed
 Checked and OK
 May Require Attention Soon
 Requires Immediate Attention

MI MAINTENANCE MENU

In addition to inspections noted on the front side of this form, also complete the following for MI:

- Change engine oil and filter. Reset oil life system.
- Rotate and inspect tires. Check inflation pressures and wear.
- Trucks: lubricate front suspension, ball joints, steering linkage, and parking brake cable.
- Trucks with Allison Transmission only: inspect external control - main filter, replace if necessary.
- Perform any additional services. See "Additional Required Services" in Owner's Manual.

\$ _____

MI MAINTENANCE MENU

In addition to listed MI menu, also complete the following for MII:

- Clean outside of radiator and condenser, pressure-check cooling system and cap
- Inspect radiator and heater hoses for cracks, swelling, or deterioration
- Lubricate suspension, steering linkage, and transaxle shift linkage
- Inspect safety belts, buckles, latch plates, retractors, anchorages, and safety belt reminder light for damage or loose parts.
- Lubricate key lock cylinders, body door hinges, hood, door, and trunk hinges.
- Inspect throttle linkage and ignition wires.
- Inspect steering system and suspension for damage, loose, or missing parts.
- Inspect power steering lines and hoses for leaks or damage.
- Inspect brake-transaxle shift interlock for correct operation.
- Trucks: check transmission fluid level; add fluid if necessary.
- Trucks without a filter restriction indicator: replace engine air cleaning filter.
- Perform any additional services. See "Additional Required Services" in Owner's Manual.

\$ _____

* ADDITIONAL REQUIRED SERVICES (see service manual for mileage intervals)

- Inspect fuel system for damage or leaks.
- Replace engine air cleaner filter. *An emission-control service.*
- Supercharger service (if equipped). *An emission-control service.*
- Change automatic transaxle fluid and filter (severe service).
- Change automatic transaxle fluid and filter (normal service).
- Replace spark plugs, inspect spark plug wires. *An emission-control service.*
- Engine cooling system service (every 150,000 miles or every 5 years, whichever occurs first). *An emission-control service.*
- Inspect accessory drive belt. *An emission-control service.*

COMMENTS

Consultant: _____ Technician: _____

NEW JERSEY METRO POST OFFICE

10 MAY 2012 PM 7 1



N.J. OFFICE OF THE ATTORNEY GENERAL

DIVISION OF CONSUMER AFFAIRS

P.O. Box 45025

NEWARK, N.J. 07101

07101+8025





[REDACTED]
Stockholm, NJ [REDACTED]

