

C1-10475607-3347

NOV 14 2012

GEORGE C. JEPSEN
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

Tel: (860) 808-5420
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November 6, 2012

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

[REDACTED]
New Canaan, CT [REDACTED]

RE: General Motors/Karl Chevrolet
PI # 431015

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with the above-captioned matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Traffic Safety Administration. We sincerely apologize for any delay this transfer may cause, but the subject matter of your letter can best be reviewed by that agency. If you have any questions concerning your inquiry, please contact the NHTSA at (888) 327-4236.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you on any other matter.

Very truly yours,

A handwritten signature in cursive script, appearing to read "M.G. Alonzo".

M.G. Alonzo
Assistant Attorney General

MGA/so

cc: NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

ET
111572
RW



ATTORNEY GENERAL GEORGE JEPSEN
OFFICE OF THE ATTORNEY GENERAL

431015
55 ELM STREET
HARTFORD, CONNECTICUT 06106
<http://www.ct.gov/ag>

- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- PLEASE COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.
- ATTACH COPIES OF SUPPORTING DOCUMENTS. DO NOT SEND ORIGINALS.
- IF YOU HAVE QUESTIONS ABOUT THIS FORM, PLEASE CALL THE CONSUMER ASSISTANCE UNIT AT 860-808-5420.

CONSUMER

NAME [REDACTED] HOME TELEPHONE NUMBER [REDACTED] DAYTIME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED] E-MAIL ADDRESS [REDACTED]
CITY/TOWN STATE ZIP ARE YOU AGE 60 OR OLDER?
New Canaan CT [REDACTED] Yes No

COMPLAINT

BUSINESS/PERSON YOUR COMPLAINT IS ABOUT <i>GM/Chevrolet</i>			OTHER BUSINESS/PERSON YOUR COMPLAINT IS ABOUT (if any)		
STREET ADDRESS <i>P.O. Box 33170</i>			STREET ADDRESS		
CITY/TOWN <i>Detroit</i>	STATE <i>MI</i>	ZIP <i>48232</i>	CITY/TOWN	STATE	ZIP
TELEPHONE NUMBER			TELEPHONE NUMBER		
DATE OF TRANSACTION <i>Aug - Sept 2012</i>		COST OF PRODUCT OR SERVICE <i>\$ 3575.09</i>		HOW PAID (check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input checked="" type="checkbox"/> Credit Card <input type="checkbox"/> Other	
DID YOU SIGN A CONTRACT? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		WHERE CONTRACT WAS SIGNED <i>Marl Chevrolet</i>		DATE SIGNED <i>Fall 2009</i>	
WAS PRODUCT OR SERVICE ADVERTISED? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		WHERE WAS IT ADVERTISED (if known)? —		DATE ADVERTISED (if known) —	

BRIEFLY DESCRIBE YOUR COMPLAINT (Attach additional pages, if necessary.)

See attached

DATE AND MANNER BY WHICH YOU COMPLAINED TO THE BUSINESS/PERSON

By Mail By Telephone In Person

CONTACT PERSON

Daniel Aronson, Chairman, CEO

JOB TITLE

general manager

NATURE AND DATE OF BUSINESS' RESPONSE TO COMPLAINT

no response yet

*765 Capital Ave. Room 110
Hartford, CT 06106*

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes", give name and address) Yes No

Department of Consumer Protection, CT

IS COURT ACTION PENDING? (Please describe) Yes No

and the National Highway Traffic Safety Commission, NHTSAHotline@

WHAT RESOLUTION ARE YOU SEEKING? (I.E., EXCHANGE, REPAIR, MONEY BACK, ETC.)

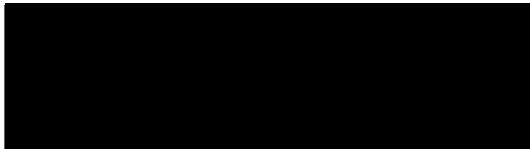
Money back, recall of cars affected by faulty brake line

READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the State in enforcing laws designed to protect the public from deceptive or unfair practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I also understand that information submitted to the Office of the Attorney General may be considered public information subject to disclosure under the Connecticut Freedom of Information Act, Connecticut General Statutes Section 1-200 et. seq. I further understand that I may be asked to testify in the event that the Office of the Attorney General takes formal legal action in connection with my complaint. The above complaint is true and accurate to the best of my knowledge.

By filing this complaint form, I am authorizing the Attorney General's Office to speak about my complaint with the person or business I am complaining about. By filing this complaint, I am also authorizing the Attorney General's Office to send a copy of this completed form and any attached documents to the person or business about whom I am complaining.

Signature:



Date:

Sept. 17, 2012

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

RETURN TO: OFFICE OF THE ATTORNEY GENERAL
55 ELM STREET
HARTFORD, CT 06106
ATTN: PUBLIC INQUIRY

[REDACTED]
New Canaan, CT [REDACTED]

Sept. 17, 2012

George Jepsen
Attorney General
55 Elm Street
Hartford, CT 06106

I am writing about total brake failure on my 2004 Chevrolet Suburban and the lack of support from GM, and also the lack of a recall for a potentially fatal manufacturing defect.

I filed the original complaint by telephone with Chevrolet Customer Service on August 8, 2012 about brake failure on my 2004 Chevrolet Suburban. In mid-August the case was forwarded to a "district specialist" who said nothing could be done about the \$3,575.09 bill I had paid or about notifying others that they might experience a potentially fatal accident. Instead, GM would offer me a discount when I bought my next GM car. I found this insulting. Why would any consumer buy another GM car after no effort was made to rectify a potentially fatal manufacturing and materials flaw?

My research has shown that potentially 6.2 million GM 1999-2003 were manufactured with brake lines that were not stainless steel and could rust from the inside. This corrosion is not visible on inspection since it's inside the lines. The result: Total brake failure. The unexplained issue is why there was no warning from the car's system before or during the brake failure, or from GM to those of us who purchased vehicles with faulty lines.

The brakes on our 2004 Suburban "luckily" failed in the driveway, with NO warning light ever appearing prior to the

failure or after it. Within minutes I would have pulled out onto a busy CT state route, towing a horse trailer and an extremely valuable show horse. This car has been meticulously maintained by Karl Chevrolet in New Canaan, CT (bought new from them as well, the second Suburban we've bought from them) and had only 39,000 miles on it. We never received any notification that there might be brake issues, and Karl Chevrolet said they would never have been able to see the corrosion during regular service or brake checks.

Aside from the brake lines, quoting from the Karl Chevrolet's bill: "The front calipers were also severely rusted...along with front caliper hoses....and front rotors...causing brake pads to crack and wear unevenly, will need front brake pads and rotors replaced." As I said above, this repair cost me \$3575.09. I repeat: This corrosion was obviously due to faulty lines/parts, and I would think that even though my corrosion warranty expired the previous year, GM would have taken into consideration that it was not normal wear-and-tear (on a car with only 39,000 miles), would have taken care of the whole bill with apologies AND sent notification (since no deaths, no govt. recall I assume) to any others in the same dangerous situation.

I have learned that many others have reported this problem, and that there have been accidents but no fatalities—yet.

I have written to GM's President and their VP, Sales and Service and also notified the National Highway Traffic Safety Association and the CT Attorney General's office.

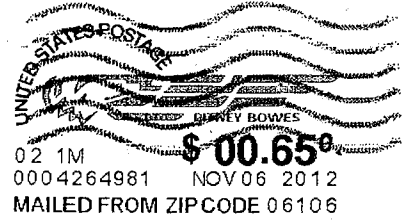

New Canaan, CT





State of Connecticut

ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CONNECTICUT 06105-2294



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MAILED FROM ZIP CODE 06106

NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

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