

cl-10485562-4582



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

**419373 : A notice from the Washington State Attorney General's Office**

Wednesday, October 31, 2012 1:15 PM

**From:** "ATG MI Bellingham CRC (ATGDBOLYPRD06)" <BeICRC@atg.wa.gov>  
**To:** [REDACTED]  
**Cc:** crash.test@dot.gov

NOV 1 2012

ATTORNEY GENERAL OF WASHINGTON  
Consumer Protection Division  
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

October 31, 2012

[REDACTED]

Seattle, WA [REDACTED]

RE: General Motors  
File #: 419373

Dear [REDACTED]

Our office has received your correspondence.

We have reviewed your complaint and determined that we are not the appropriate agency to assist you. We will retain a copy of your complaint in our public records. We have forwarded a copy of your complaint to:

National Highway Traffic Safety Admin  
915 2nd #3140  
Seattle, WA 98174

We recommend that you contact them directly if you have any additional information to add to your file.

Although we are unable to assist you with this matter, we appreciate you contacting our office.

ADA N. SCHMIDT  
Consumer Protection Division  
(360) 738-6189  
Fax: (360) 738-6190  
belcrc@atg.wa.gov

cc: NHTSA

MC  
11/5/12  
Dev

## COMPLAINT SUMMARY

### Consumer Information

**Name:**

[REDACTED]

**Address:**

[REDACTED]

Seattle, WA [REDACTED]

**Day Phone:**

[REDACTED]

**Evening Phone:**

**E-mail Address:**

[REDACTED]

**Age Group (optional):**

59+

**Do you want the Attorney General's Office to send this business a copy of your complaint?**

Yes

**Names and addresses of any other complainants involved:**

### Business Information

**Name of business that I am complaining about:**

General Motors

**Address:**

PO Box 33173

Detroit, MI 48232-5173

**Phone:**

(313) 665-4898

**Toll-Free:**

(866) 790-5700

**Fax:**

(866) 215-6750

**E-mail:**

**Name of owner or manager (if known):**

**Names and addresses of any other businesses involved in your complaint:**

**Item or service purchased:**

**Cost of item or service:**

**Did you sign a contract?**

No

**Date of transaction:**

**Salesperson's name:**

**Was an advertisement involved?**

No

**Date and source of advertisement:**

**About Your Complaint**

**Have you complained to the business?**

Yes

**If YES, to whom (include position)?**

**What response did you receive?**

**If you have not contacted the business, explain why:**

**Have you filed a complaint about this business with the Attorney General's Office before?**

No

**If yes, list the file number assigned to that complaint:**

**Have you contacted a private attorney?**

No

**If YES, identify the name and address of the attorney:**

**Is there a court or other legal proceeding pending?**

No

**If YES, please explain:**

**Explain your complaint in detail:**

RE: 1995 GMC Safari Van DANGEROUS CONDITION DUE TO DESIGN OF VEHICLE

The rear springs are evidently carbon fibre and have delaminated. This causes an unstable condition while driving at highway speeds as the van body is not properly supported and could drop onto the frame unsupported at any moment resulting in an uncontrollable behavior of the vehicle, ie death of people in or around the vehicle.

Has GMC recalled this vehicle. The dealership says rear springs are no longer available from GM and did not indicate there was a recall.

Can you help inform the public of this condition and get some sort of resolution to my problem.

Expected resolution details: Notify the public that this is an issue with these vehicles, and pay for aftermarket springs I have had to purchase

**What do you think the business should do to resolve your complaint? (circle one)**

Other

**Explain if you have circled 'Other':**

**SIGNATURE**

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

Signature [REDACTED] Date October 24, 2012

Received via the Internet

City and State where signed Seattle, WA



NO. ON ONE OF SPRINGS



Shows splintering of Spring near AXLE SUPPORT







REAR SPRING 1995 SAFARI VAN





Seattle, WA



National Highway Traffic Safety Admin.  
915 2<sup>nd</sup> #3140  
Seattle, WA 98174

RECEIVED

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BY: KEG

NHTSA  
Seattle

98174107699

