



State of Wisconsin
Governor Scott Walker

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10574943-6723

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

June 11, 2014

[REDACTED]
SHAWANO WI [REDACTED]

JUN 25 2014

RE: File **570566** (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170 CUSTOMER ASST CEN
DETROIT MI 48232-5170

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning General Motors Corp.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Thank you again for bringing your complaint to our attention.

Sincerely,

Melissa Elson
Consumer Protection Investigator
Complaint Administration
Bureau of Consumer Protection
Fax: (608)224-4677
E-mail: Melissa.Elson@wisconsin.gov
 www.facebook.com/wiconsumer

Enc.:

ET
7214
SMD

DATCP Hotline

From: [REDACTED]
Sent: Thursday, June 05, 2014 10:50 AM
To: DATCP Hotline
Subject: DATCP Web: Online Consumer Complaint Form

Complaint or inquiry received via email/Internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the 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, Wis. Stats. sec. 19.31, this complaint will be available for public review upon request.

Today's Date:	6/5/2014
Your information:	
Title:	[REDACTED]
First name:	[REDACTED]
Middle initial:	[REDACTED]
Last name:	[REDACTED]
Email address:	[REDACTED]
Verify email address:	[REDACTED]
Street address:	[REDACTED]
Address line 2, or Apt #:	
PO Box:	
City:	Shawano
State:	WI
ZIP code:	[REDACTED]
County:	Shawano
Home phone:	[REDACTED]
Work phone:	[REDACTED]
Cell phone:	[REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at:	Cell
Best time to call:	anytime
Information about the business your complaint is against:	
Business name:	General Motors Chevrolet Division

Business address:	
Address line 2, or Suite #:	
PO Box:	
City:	
State:	--Select--
ZIP code:	
County:	
Business email address:	
Business website address:	
Telephone:	1-866-790-5600
Name of the person you talked to:	Andra
Title of the person you talked to:	District Specialist
What product or service did you buy?	Automobile
Information about your complaint:	
Which of the following best describes your first contact with the business?	Printed Ad
When did your first contact with the business occur?	04/10/2014
How old is the person who had contact with the business?	18-61
Was the item advertised?	No
When?	
Where?	
Did you sign a contract/agreement?	No
Date you signed the contract/agreement:	
Contract/agreement number:	
Where were you when you signed the contract/agreement?	
Amount paid:	948.18
Payment method:	Check
Where did you pay the business?	
Did you contact the business about your complaint?	Yes

Date you contacted the business:	06/05/2014
What happened?	Andra informed me that GM will not reimburse me for the repairs
Have you filed this complaint with another agency?	No
Agency name:	
What happened?	
Have you contacted a private attorney?	No
Have you started court action?	No
Please describe your complaint.	
<p>Purchased a 2008 Malibu Classic from Broadway Chevy in Aug of 2012, last March the power steering went out. Had my mechanic repair it replace the power steering module and torque sensor. a week later GM started a recall for this in 2008 midsize GM cars. I have contacted GM several times in the past few month's, They tell me that my car vin number is not in the recall and even if it was because I had an independent repair shop fix it they won't reimburse me. The car has only 74,000 miles on it. This vehicle should not have a failure at this few miles. I have copies of repair order and faulty parts, but cannot scan them please call and I will forward them.</p> <p>██████████</p>	
How do you feel this complaint should be resolved?	
<p>I need to have GM reimburse me for the \$948.18 that the repair cost. Its obvious that this car was assembled with a faulty power steering system as is evidenced by the recall here and in Canada.</p>	

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.



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

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

RETURN SERVICE REQUESTED

neopostSM
06/16/2014

FIRST-CLASS MAIL
AUTO

US POSTAGE \$000.38



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MAD 537 05-17-14

*Defects
PM*

ERA-858 20590

