



CL-10609396-5254

**Bob Ferguson**

**ATTORNEY GENERAL OF WASHINGTON**

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

June 24, 2014

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
West Building  
Washington, DC 20590

JUL 1- 2014

RE: General Motors  
File #: 450288

Dear National Highway Traffic Safety Administration:

Enclosed please find information our office received as a consumer complaint but we have determined that the nature of the information appears to involve a matter that would be best addressed by your agency. We are forwarding this to you to process in accordance with your agency's procedures.

We will retain a copy of the consumer complaint and referral information as a public record.

Please contact me if you have any questions.

ANDREW F. WU  
Program Specialist 2  
Consumer Protection Division  
(206) 389-2102  
Fax: (206) 389-2801  
[CRCComplaints@ATG.WA.GOV](mailto:CRCComplaints@ATG.WA.GOV)

Enclosure(s)

ET  
7914  
SMD

# COMPLAINT SUMMARY

## Consumer Information

**Name:**

[REDACTED]

**Address:**

[REDACTED]

Yakima, WA [REDACTED]

**Day Phone:**

[REDACTED]

**Evening Phone:**

[REDACTED]

**E-mail Address:**

[REDACTED]

**Age Group (optional):**

18-29

**Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):**

No

**If English is not your first language, what is your first language?**

**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:**

14,000

**Did you sign a contract?**

**Date of transaction:**

June 2013

**Salesperson's name:**

**Was an advertisement involved?**

**Date and source of advertisement:**

### **About Your Complaint**

**Have you complained to the business?**

**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?**

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

**Have you contacted a private attorney?**

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

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

**If YES, please explain:**

**Explain your complaint in detail:**

When we first heard about GM recalling the Chevy Malibu 2008 my mother and I as well as our local mechanic at AC Delco contacted the dealer and provided the VIN on approximately 4 occasions, including a visit to the dealer to discuss a trade for a different vehicle. We were assured the car Vin 1g1zH57B584 [REDACTED] was not part of the safety recall. I was always informed that a trade was not a viable option because I was "upside down on the loan", owing \$11,000 + on a vehicle they could now get for \$8000. On June 18, 2014, I received GM safety recall 14116, indicating the vehicle could be subject to sudden loss of power steering, resulting in increased risk of crash. The letter states Parts Are Not Currently Available. I have confirmed with two different sources that parts will not be available for two months. I tried again to discuss

a trade and the vehicle value has now decreased to \$7000. I am afraid to drive an unsafe vehicle that has lost its value .

**What do you think the business should do to resolve your complaint?**

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

**SIGNATURE**

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

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 authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party (ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

**Signature** [REDACTED] **Date** June 23, 2014

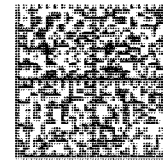
Received via the Internet

**City and State where signed** Yakima , WA



**Bob Ferguson**  
**ATTORNEY GENERAL OF WASHINGTON**  
 800 FIFTH AVENUE #2000  
 SEATTLE WA 98104-3188

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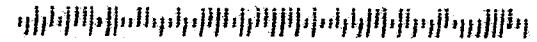


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