



CL 10617685-3984

GOVERNOR'S OFFICE OF CONSUMER PROTECTION

August 19, 2014

[REDACTED]
Dallas, Georgia [REDACTED]

Re: Reference File Number 354186
Business Name: General Motors Corporation

AUG 27 2014

Dear [REDACTED]

The Georgia Governor's Office of Consumer Protection has received your complaint regarding General Motors Corporation. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration.

We have forwarded a copy of your complaint to that office for further review. Please direct all future correspondence to them at the following address:

General Motors Corporation (GMC)
PO Box 33172
Detroit, Michigan 48232-5172

Thank you for bringing this situation to our attention.

Sincerely,

A. Aragon
Customer Service Representative

JDS:aa

cc: National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.dot.gov>

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9814
SMD



GOVERNOR'S OFFICE OF CONSUMER PROTECTION

SUMMARY OF COMPLAINT

Reference file number: 354186

Date complaint received: 7/30/2014

Date summary generated: August 19, 2014

Name of consumer: [REDACTED]

Address: [REDACTED]

Dallas, Georgia [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

Name of business: Saturn

Address:

Phone:

E-mail:

Year of transaction:

Month of transaction:

Complaint details as submitted:

My 2002 Saturn L200 had it's Timing Chain fail and damage my engine, forcing a replacement. I had Saturn of Marietta replace the engine at a cost of around \$5000. There has been a recall for the exact same issue and car model. However, GM claims that my VIN isn't covered. I see that North Carolina has asked GM to expand the recall to include more cars, mine would most likely be included. The # is NHTSA Action Number: DP08002. Will Georgia stand behind it's citizens and do the same as North Carolina and force GM to take note of the issue? The problem is known, the damages to GA citizens is real, and GM needs to address it. Please issue the same notice that NC did.



GOVERNOR'S OFFICE OF CONSUMER PROTECTION

2 Martin Luther King, Jr. Dr. • Suite 356 • Atlanta, Georgia 30334-4600

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08/19/2014

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National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590

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