



CL-10618556-7100

ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

July 8, 2014

[REDACTED]
Saint Louis, MO [REDACTED]

JUL 18 2014

RE: Complaint No. CF-2014-09498

General Motors

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Consumer Advocate
Consumer Protection Division

ET
8114
SMD

Consumer Complaint Form

Missouri Attorney General
Chris Koster



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER INFORMATION

NAME [REDACTED]
ADDRESS [REDACTED]
Saint Louis MO [REDACTED]
COUNTY Saint Louis
HOME PHONE [REDACTED]
WORK PHONE [REDACTED]
E-MAIL [REDACTED]

COMPANY INFORMATION

NAME General Motors
CONTACT
ADDRESS P.O. Box 33710
Detroit MI 48232-5170
COUNTY
PHONE 800-762-2737
WEBSITE www.gm.com
E-MAIL

TRANSACTION INFORMATION

DATE OF TRANSACTION/PURCHASE 8/8/2008 AMOUNT PAID \$11,000.00 PAYMENT METHOD Loan

HOW AND WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?

Pontiac Owner Site

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? No

BRIEFLY EXPLAIN YOUR COMPLAINT

I own a 2008 Pontiac Grand Prix (currently with 106,000 miles) that has, in the last 6 months, developed a repair situation that requires me to replace the catalytic converter. The Pontiac Owners site indicated that there was a 15-year/150,000 mile warranty on emissions components. The first customer service advisor I spoke with at GM explained to me that the replacement of the catalytic converter would be covered, but a formal diagnosis needed to be made by a GM dealer (to verify that the failure was not a result of human intervention and that the converter does need to be replaced).

Naturally, I took my car to Bommarito Chevrolet in south St. Louis county for the diagnosis. What I was then told was that because my car is not registered in the state of California, it would not be covered. Bommarito was gracious enough to waive their diagnostic fee because they should have been able to advise me before taking the car in that the warranty would not apply.

So, I contacted GM again. My argument is that the part is the part, regardless of the vehicle's physical location. But, GM contends that their warranty only applies if the vehicle is registered in California due to CARB requirements. I advised that this was not the information I was first provided and that I would be satisfied if GM covered at least a portion of the \$1,100+ repair estimate, but to no avail.

GM will not provide me any relief due to the inaccurate information provided to me by one of their customer service advisors and incomplete information on their Pontiac owners' site.

Now, because GM will not stand behind the part due to the state in which my car is currently registered (and for no other reason), and due to Missouri emissions rules that are required for vehicle license renewal, I am looking at a repair bill that will include the purchase of a part that will cost me over \$1,000. This is a cost I can not afford and GM appears to be unwilling to assist in any way.

Can you help?

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

CE-2014-09498

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

Repair -

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

No

NAME OF ANY AGENCY CONTACTED

CF-2014-09498

CHRIS KOSTER
ATTORNEY GENERAL OF MISSOURI
P O BOX 899
JEFFERSON CITY MO 65102

MO 282-0026 (2-10)



NATL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AV
SE, WEST BLD
WASHINGTON, DC 20590

