



CL-10629788-8100

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

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August 13, 2014

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

AUG 19 2014

RE: AutoNation Volkswagen Audi Spokane-NW and General Motors
File #: 452713

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.

NATALIYA MUZYKA
Program Coordinator
Consumer Protection Division
(206) 389-3850
Fax: (206) 587-5636
CRCComplaints@ATG.WA.GOV

Enclosure(s)

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Spokane Valley, WA [REDACTED]

Day Phone:

[REDACTED]

NM
82914
SMP

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

50-59

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:

AutoNation Volkswagen Audi Spokane-NW

Address:

8500 E Sprague Ave
Spokane Valley, WA 99208

Phone:

(509) 924-6900

Toll-Free:

Fax:

E-mail:

BICKJ@autonation.com

Name of owner or manager (if known):

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

General Motors
PO Box 33173
Detroit, MI 48232-5173

Item or service purchased:

Cost of item or service:

1100

Did you sign a contract?

Date of transaction:

7/16/2014

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:

Vehicle taken in to repair on 7/16. Problem found to be Steering column. Dealership replaced steering column 2 times but dealership told us both times the car wouldn't start. Steering column now on back-order. Car has been in their shop for 28 consecutive days as of today 8/12/14. There is a recall (separate from the ignition recall which the dealership had previously fixed satisfactorily months ago) for the steering column on the make and model (Chevy Cobalt 2005) but GM website states our particular car is not on the recall list. Have talked to dealership and have talked to GM about both the recall on the steering column and the delay in the repair but both parties now are not returning our calls and the car is still not repaired. I believe the failure of the 2 new steering columns suggest a failure in the design of the steering column and if they can fix the car we should not have to pay for it. Additionally, I think we showed good faith by not insisting on a loaner car during the last month when our car was unavailable due to the failure of their parts to work properly. I feel I am at a loss as to what to do since I don't want to anger the dealership but it has been 10 days since the AutoNation employee Dave called us and service manager Seth Campell has never returned our call and it has been 3 1/2 weeks since we heard from Shanette Rose GM District Specialist although one of her subordinates named Ian (GM Customer Care Specialist) did talk with us several times and voiced dismay the this has not been addressed either at the GM level (Case number 71-1332944335) or the local dealership level. Ian did say that Shanette and Seth have discussed our case but we have not heard anything. Not that it matters to anyone but us, but my son who owns the car has a diagnosed anxiety disability and the fact that the car lost power steering several times while he was driving to work was stressful (Loss of steering was what the steering column recall was for!). I imagine once the car is drivable, his fear of a re-occurrence will cause us to sell it. Additionally, (again not GM's fault) but for the first week our son got a rental to drive to work (until my wife started letting him drive her car which does inconvenience us) and someone unobserved hit it in the parking lot so the

minor damage resulted in a \$1700 claim against his insurance company). Help if you can. I have read the online information and am hoping some advocacy could reopen lines of communication, resolve the question of the \$1100 bill, and expediate the repair.

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** 8/12/2014

Received via the Internet

City and State where signed Spokane Valley, Wa



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

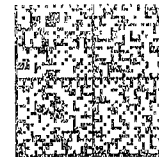
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