



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
Attorney General

Division of Regional Offices
Nassau Regional Office

August 21, 2014

SEP - 4 2014

[REDACTED]
N. Massapequa, NY [REDACTED]

Our File Number: 2014-1184790
Company: General Motors

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Adam Levin
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

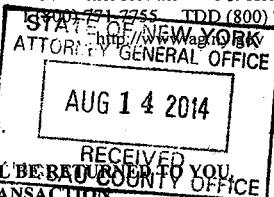
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ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Tel. (516) 248-3301 Fax (516) 747-6432

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
800-781-7755 TDD (800) 788-9898
<http://www.nysag.ny.gov>



1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
YOUR NAME [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN N. MASSAPEQUA	COUNTY NASSAU	STATE NY
ZIP [REDACTED]		
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES ROBERTS CHEVROLET / GM		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS 236 S. BROADWAY		STREET ADDRESS
CITY/TOWN HICKSVILLE	STATE NY	ZIP 11801
TELEPHONE NUMBER 516-931-1145		TELEPHONE NUMBER
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE \$	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☐ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☐ No	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) JUNE & JULY 2014 received 3 different recall notices but whenever I call to schedule →		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL Several times from 4/2014 - 7/2014		PERSON CONTACTED Service mgr.
NATURE OF RESPONSE no parts available		JOB TITLE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER
ADDRESS		WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☐ No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT service for the 3 recalled items
they don't have the parts. I read about recalls starting in
April of 2014, but did not get first notice until June.
I am driving a car that has been deemed hazardous
(torque sensor assembly; wiring harness to the BCM or mag beam;
and transmission shift cable may fracture at any time) yet
replacement parts have not been made available.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) I want an investigation into
GM and their handling of this problem in addition to getting
WHO REFERRED YOU TO THIS OFFICE? my car repaired.

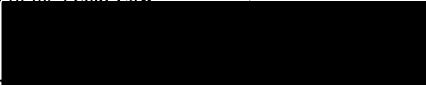
READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: 

Date: 8/10/14

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501-4239



IMPORTANT SAFETY RECALL

July 2014

Massapequa, NY

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2004-2012 model year (MY) Chevrolet Malibu, 2004-2007 MY Chevrolet Malibu Maxx, 2005-2010 MY Pontiac G6 and 2007-2010 MY Saturn Aura vehicles. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2006 model year Chevrolet Malibu, VIN 1G1ZS51F86F
- Your vehicle is involved in GM recall 13036.
- **Parts are not currently available to repair your vehicle.**
- When parts become available, GM will notify you to schedule an appointment with your Chevrolet dealer.

Why is your vehicle being recalled?

On these vehicles, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction Control, Electronic Stability Control (ECS), and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales lights may illuminate with this condition. These conditions may increase the risk of a crash.

GM

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will attach the wiring harness to the BCM or mag beam, apply dielectric lubricant to both the BCM and harness connector and on the BAS and harness connector, and relearn the brake pedal home position. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

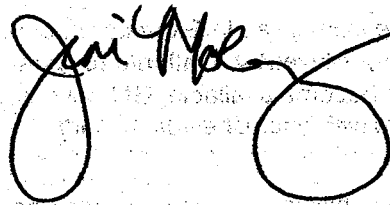
What should you do?

When GM notifies you that parts are available, you should contact your Chevrolet dealer to arrange a service appointment.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A handwritten signature in black ink, appearing to read "Jim Moloney", with a large, stylized flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 13036



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



14152 1G1ZS51F86F 13 0003839

MASSAPEQUA, NY



July 2014

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2006 model year Chevrolet Malibu vehicles equipped with a 4-speed automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2006 model year Chevrolet Malibu, VIN 1G1ZS51F86F
- Your vehicle is involved in GM safety recall 14152.

Why is your vehicle being recalled?

Your vehicle has a condition in which the transmission shift cable may fracture at any time. When the fracture occurs, the driver may not be able to select a different gear, remove the key from the ignition or place the transmission in park. When the fracture occurs, the driver may not be able to select a different gear and the vehicle may move in an unintended direction, increasing the risk of a crash. If the driver cannot place the vehicle in park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

What will we do?

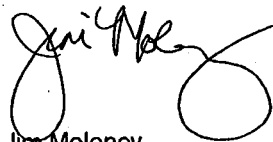
PARTS ARE NOT CURRENTLY AVAILABLE. When parts become available your Chevrolet dealer will install a shift cable assembly and mounting bracket. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jim Moloney
General Director - Customer & Relationship Services

GM Recall #14152



0008839/GMR2V140718003
Page 01 of 01



IMPORTANT SAFETY RECALL

June 2014

Massapequa, NY

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in your 2006 model year Chevrolet Malibu vehicle equipped with electric power steering (EPS). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2006 model year Chevrolet Malibu, VIN 1G1ZS51F86F.
- Your vehicle is involved in GM safety recall 14116.
- The recall repairs will be performed for you **at no charge**. Parts are not currently available, however, we will notify you again when they are available.
- If the warning message is displayed on the Driver Information Center and a chime sounds, the power steering will be lost and the vehicle will revert to a manual steering mode, which may require greater driver effort at low vehicle speeds. The power steering may return the next time the vehicle is started; however, you will still need to have your vehicle serviced when parts are available.

Why is your vehicle being recalled?

Your vehicle was involved in special coverage 10183 that provided additional protection for the power steering assist feature. Our records indicate that you have not had your vehicle repaired under the special coverage and so we are including your vehicle in this safety recall.

Your vehicle equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

What will we do?

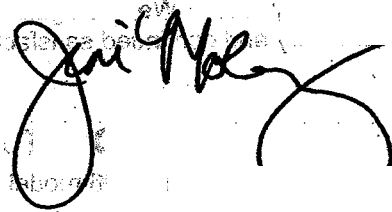
PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will replace the torque sensor assembly. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jim Moloney
General Director – Customer & Relationship Services

GM Recall #14116
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9/31/14

State of New York
Office of the Attorney General
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501

