



CL-10651226-7587

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES
ROCHESTER REGIONAL OFFICE

September 30, 2014

[REDACTED]
Pittsford, NY [REDACTED]

OCT 14 2014

Our File Number: 2014 [REDACTED]
Company: General Motors - Buick Division

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,

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

NM
10-28-14
LD



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 144 Exchange Boulevard, Suite 200
 Rochester, NY 14614-2176
 Tel. (585) 327-3240 Fax (585) 546-7514

RECEIVED

SEP 02 2014
 COMPLAINT FORM
 NYS OFFICE OF THE ATTORNEY GENERAL For Hearing Impaired
 ROCHESTER REGIONAL OFFICE (800) 788-9898

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		HOME TELEPHONE NUMBER
STREET ADDRESS		BUSINESS TELEPHONE NUMBER
CITY/TOWN Pittsford	COUNTY Monroe	STATE NY
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES General Motors - Buick Div		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS		STREET ADDRESS
CITY/TOWN	STATE	ZIP
TELEPHONE NUMBER		TELEPHONE NUMBER
DATE OF TRANSACTION 12/04/2012	COST OF PRODUCT OR SERVICE \$ 701.23	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input checked="" type="checkbox"/> Credit Card <input type="checkbox"/> Other
DID YOU SIGN A CONTRACT? <input type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
WAS PRODUCT OR SERVICE ADVERTISED? <input type="checkbox"/> Yes <input type="checkbox"/> 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) Major safety incident due to faulty ignition		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL Aug, 2014	PERSON CONTACTED 800-521-7300	JOB TITLE 800-462-8782
NATURE OF RESPONSE Will not re-imburse expense		DATE OF RESPONSE Aug 2014
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT General Motors - Buick Div	PRODUCT MODEL OR SERIAL NUMBER 2008 Buick Lacrosse	
ADDRESS	WARRANTY EXPIRATION DATE	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

My wife and I were coming home from a play in downtown Rochester about 10 PM Sunday night. We were on NYS 490 doing 55 MPH. Suddenly, without warning, the engine stopped, there was no power steering and no power brakes.

This caused a serious safety situation as we slowly coasted across a lane of traffic and came to a stop partially on an exit ramp.

After two hours, we were able to get the car towed to a garage and subsequently repaired at our expense.

When we recently received the enclosed recall it was for exactly what we had previously repaired. However Buick gave us ~~no~~ hope for re-imbursement.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Re-imbursement of ignition failure and repair

WHO REFERRED YOU TO THIS OFFICE? Booth at NYS Fair.

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.

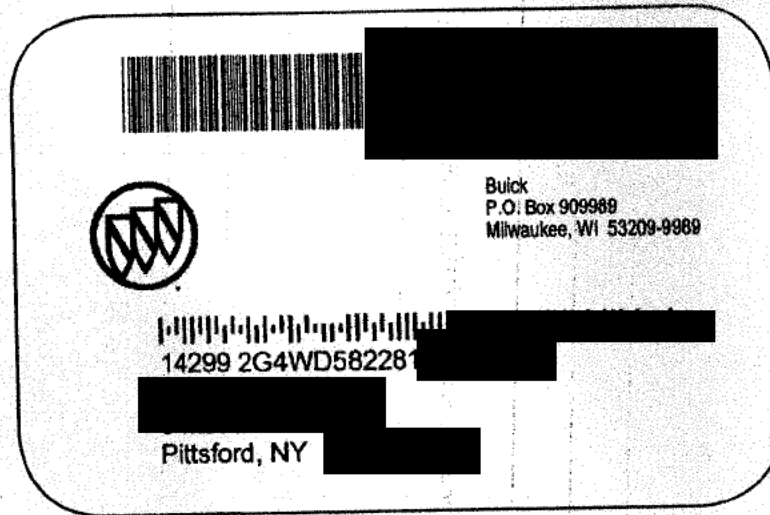
Signature: [Redacted] Date: Aug. 30, 2014

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
144 Exchange Boulevard, Suite 200
Rochester, NY 14614-2176

PRESORTED
FIRST-CLASS
MAIL
U.S. POSTAGE
PAID
GREEN BAY, WI
PERMIT NO. 961

FIRST-CLASS MAIL



SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Copy



IMPORTANT SAFETY RECALL

528-431-4145
August 2014

state City General 800-832-5660

GM/Buick - 800-521-7300
462-8782

Pittsford, NY [REDACTED]

Dear [REDACTED]

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 2008 model year Buick LaCrosse. 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 2008 model year Buick LaCrosse, VIN 2G4WD58228 [REDACTED]
- Your vehicle is involved in GM recall 14299.
- Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.
- PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, we will notify you to schedule an appointment with your GM dealer for this repair.
- The recall repairs will be performed for you at no charge.

Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

We are working as quickly as possible to obtain parts. We will send you another letter as soon as parts are available so that you can schedule an appointment with your dealer to have your vehicle repaired.

What should you do?

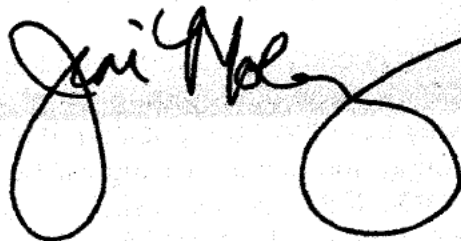
When we notify you that parts are available, you should contact your GM dealer to arrange a service appointment. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V355.

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". The signature is stylized with large loops and a long horizontal stroke extending to the right.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 14299

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will install two 13mm key rings and key insert into all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

We are working as quickly as possible to obtain parts. We will send you another letter as soon as parts are available so that you can schedule an appointment with your dealer to have your vehicle repaired.

What should you do?

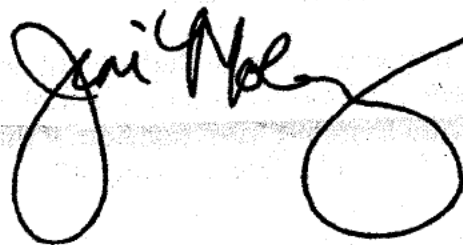
When we notify you that parts are available, you should contact your GM dealer to arrange a service appointment. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

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Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 14299

Jimmy's Garage Inc.
 24 Norton Street
 Honeoye Falls, NY. 14472
 Phone - 585-624-3420 Fax - 585-624-4355
 We are here to meet your automotive needs

INVOICE
 [Redacted]
 Org. Est. # [Redacted]

INVOICE

Work Completed Date : 12/04/2012

Print Date : 12/04/2012

[Redacted]
 Pittsford, NY [Redacted]
 Cellular [Redacted]
 Cust ID [Redacted]

2008 Buick - LaCrosse CXL - 3.8L, V6 (231CI)
 Lic # : [Redacted] Odometer In : 84263
 Unit # : [Redacted] Odometer Out : 84267
 Vin # : 2G4WD58228 [Redacted]
 Hat # : [Redacted] Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
IGNITION COIL (cylinders #1 + #4) DPH GN10123	1.00	82.83	82.83	VEHICLE WAS TOWED IN FOR NO-START 184.00 Diagnosis of no-start condition. Found ignition fuse was blown. The coil for #1 and #4 cylinders was cracked. Replaced coil but there was still no spark @ #1 and #4 cylinders. Found that the ignition module was not firing this coil. Replaced the ignition control module.	
IGNITION CONTROL MODULE STD LX364	1.00	348.53	348.53		
OIL FILTER 618-51040	1.00	7.68	7.68		
BLENDED MOTOR OIL 5W30 BLEND	4.50	4.50	20.25	CHANGE MOTOR OIL AND LUBE CHASSIS 6.00 Changed Motor Oil & Replaced Filter, Added 4 1/2 QTS Blended Motor Oil, Lube Chassis, Check all Fluid Levels ALL 4 TIRES ON THE VEHICLE ARE WORN ON THE INSIDE EDGE! THE LF TIRE HAS STEEL CORDS HANGING OUT OF THE INSIDE EDGE! I WOULD REPLACE ALL THE TIRES AND HAVE A 4 WHEEL ALIGNMENT!!!!!!!	

Org. Estimate \$ 664.59 Revisions \$ 0.00 Current Estimate \$ 664.59

Labor:	190.00
Parts:	459.29
Sublet:	\$0.00
Sub:	649.29
Tax:	51.94
Total:	701.23
Bal Due:	\$701.23

Paid

[Payments -]
 I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

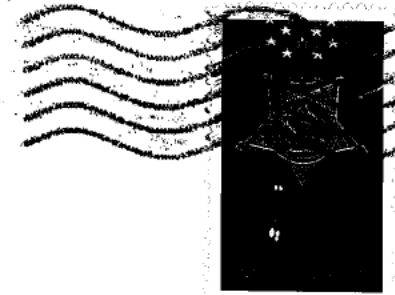
Signature _____ Date _____ Time _____

Jesus -
Your
Help!

Pittsford, NY

ROCHESTER NY 144

30 AUG 2014 PM 2 L



RECEIVED

SEP 02 2014

NYS OFFICE OF THE ATTORNEY GENERAL
ROCHESTER REGIONAL OFFICE

Office of the Attorney General
Bureau of Consumer Frauds and Protection
144 Exchange Boulevard, Suite 200
Rochester, NY

14614217699

14614-2176

